SECRETARY TO DIRECTOR OF STUDENT SUPPORT SERVICES
Grade 21

DEFINITION

Under supervision of the Director of a department, performs a variety of specialized and complex clerical work; maintains specific records and files pertaining to specialized activities or programs in the Department and does related work as required.

DISTINGUISHING CHARACTERISTICS

This position is distinguished by the assignment of duties requiring a high degree of independent judgment and responsibility along with detailed working knowledge of the subject matter and functions of the office and the district. Incumbents are expected to apply a knowledge of applicable policies, rules and regulations in answering questions and independently completing a variety of difficult clerical tasks.

EXAMPLES OF DUTIES

- Performs complex secretarial and clerical duties for department
- Gives authoritative information on records maintained
- Composes either independently or from oral instructions, letters requesting or giving information, or letters dealing with various departmental activities
- Maintains files and records; schedules and coordinates a variety of appointments, meetings, and conferences
- Operates computer hardware and office machines
- Answers telephone and disseminates messages to department
- Deals effectively and courteously with people
- Compiles, prepares and disseminates necessary information for reports and appropriate agencies and individuals
- Inputs and maintains information in various databases
- Attends meetings to provide authoritative information
- Receives complaints and takes appropriate steps to see that they are handled effectively
- Modifies or devises forms for reporting data
- Reviews documents for accuracy, completion and conformance to established procedures
- Extracts data from files and records and makes specialized reports, as required
- Assigns and directs the work of others

QUALIFICATIONS GUIDE

Knowledge of:

- Correct English usage, spelling, grammar, punctuation and composition
- Modern office organization, procedures and practices
- Numerical, alphabetical and subject matter filing systems
- Methods used in preparing statistical reports
- District policies, rules and regulations
- Record retrieval and storage systems.

Ability to:

- Perform a variety of difficult clerical work involving use of independent judgement
- Operate a variety of modern office machines and equipment such as the calculator, typewriter, word processor, copier, computer terminal micro-computer, related software, and computer based energy management system
- Make complex arithmetical calculations with accuracy and speed
- Work efficiently with frequent interruptions
- Perform in situations requiring specialized knowledge, using tact and good judgment
- Compile and prepare complex and accurate reports
- Understand, carry out and give oral and written instructions
- Maintain cooperative working relationships with those contacted in the course of work
- Type proficiently at a speed sufficient for successful performance

Training and Experience:

Three years of progressively responsible clerical work; equivalent to the completion of the twelfth grade, supplemented by or including courses in typing and office practices; or any combination of training and experience that could likely provide the desired knowledge and abilities.

Physical:

Good physical condition; able to pass required District physical.

ESSENTIAL JOB FUNCTIONS :

- Visual ability to read handwritten or typed documents, and the display screen of various office equipment and machines
- Able to conduct verbal conversation
- Able to hear normal range verbal conversation (approximately 60 decibels)
- Able to sit, stand, stoop, kneel, bend and walk
- Able to sit for sustained periods of time

- Able to climb slopes, stairs, steps, ramps and ladders
- Able to lift up to 25 pounds
- Able to carry up to 25 pounds
- Able to exhibit full range of motion for:
  - shoulder external rotation and internal rotation
  - shoulder abduction and adduction
  - elbow flexion and extension
  - shoulder extension and flexion
  - back lateral flexion
  - hip flexion and extension
  - knee flexion
- Able to operate office machines and equipment in a safe and effective manner
- Able to demonstrate manual dexterity necessary to operate calculator, typewriter, and/or computer keyboard at the required speed and accuracy

While the ideal candidate will possess all these abilities, duties assigned can be modified to accommodate some physical restrictions.