

SAN BERNARDINO COMMUNITY COLLEGE DISTRICT

SECRETARY I SECRETARY II

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job; however, any additional duties will be reasonably related to this class.*

SUMMARY DESCRIPTION

Under general supervision, performs a variety of general administrative, clerical, and difficult and complex secretarial duties in support of assigned program area; provides support and assistance to administrative, academic, and classified staff; serves as a liaison between the assigned area and assigned supervisor and other staff, the general public, students, and other campus and community officials; and provides a wide variety of reference and resource information related to assigned function or program area.

The Secretary series is distinguished from the Office Assistant series by the direct secretarial support it provides to a program area including providing general administrative and secretarial support to professional or management staff. It is further distinguished from the Administrative Secretary classification in that the Administrative Secretary class is responsible for providing support to senior management staff with responsibility for a large/complex administrative, academic affairs, or student affairs program area. The Administrative Secretary classification typically reports to and is the primary position supporting a Dean level administrator or provides advanced journey-level secretarial support to executive or management staff.

DISTINGUISHING CHARACTERISTICS

Secretary I - This is the first level in the secretarial series and is responsible for performing the more routine and less complex secretarial and general administrative assignments while learning District policies and procedures. Positions at this level are not expected to function with the same amount of program knowledge or skill level as positions allocated to the Secretary II level and exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Advancement to the "II" level is based on demonstrated proficiency in performing the assigned functions and is at the discretion of higher level supervisory or management staff.

Secretary II - This is the journey level classification in the secretarial series. Employees within this class are distinguished from the Secretary I by the performance of the full range of general administrative and complex secretarial duties as assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class series are flexibly staffed and are generally filled by advancement from the "I" level, or when filled from the outside, require prior experience. Advancement to the "II" level is based on management judgment and/or certification or testing that validates the performance of the full range of job duties.

REPRESENTATIVE DUTIES

The following duties are typical for this classification.

1. Performs secretarial and administrative support duties for assigned supervisor and program area; relieves assigned supervisor and other staff of a variety of clerical, technical, and administrative details.

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2. Performs administrative support duties to assist the supervisor in meeting reporting requirements, functional responsibilities, and research objectives; coordinates the office work of the supervisor and/or program area; develops schedules related to office/department activities and services; reviews, updates, and informs assigned supervisor and others of essential timelines; coordinates the flow of activities through the office in relation to priorities and schedules; assures the timely completion of work in accordance with established policies, procedures, and standards.
3. Utilizes electronic technology to correspond with others and to maintain assigned calendars, schedules, and appointments; coordinates and arranges meetings; coordinates activities with other divisions and departments.
4. Facilitates communications between assigned supervisor, other administrators, students, academic and classified staff, other offices, educational institutions, public agencies, and the general public; interacts and relays information, questions, and decisions regarding supervisor's area of assignment; prepares preliminary responses to correspondence for assigned supervisor's approval.
5. Provides staff support to standing and ad hoc committees and other groups as assigned; attends meetings and take notes or records proceedings; prepares and distributes agendas, background materials, and minutes as appropriate.
6. Performs a variety of clerical accounting duties and responsibilities involved in financial record keeping and reporting for assigned area; receives and processes invoices; maintains a variety of accounting records, logs, and files; compiles information and data for statistical and financial reports; checks and tabulates data.
7. Assists supervisor in budget administration; tracks budget activity and resolves budget issues and problems; posts, monitors, and tracks invoices and other expenditures; processes budget/expense transfers; prepares purchase requisitions.
8. Participates in payroll processing functions for assigned area including to prepare payroll forms and maintain records for timesheets and various authorizations.
9. Orders office supplies and materials as directed; assures their timely receipt and storage; assures proper functioning of office equipment.
10. Answers telephones and responds to routine questions and requests for information from administrative, management, academic, and/or classified staff and the general public; communicates information in person or by telephone where judgment, knowledge, and interpretation of policies and procedures are necessary.
11. Trains and provides work direction to assigned student workers, clerical assistants, and other staff as assigned.
12. Establishes and maintains complex, interrelated filing systems including confidential files; collects, compiles, and records narrative, statistical, and financial data and other information; researches and verifies information as requested.
13. Types, formats, proofreads, duplicates, and distributes a wide variety of correspondence, reports, notices, schedules, lists, forms, and other materials according to established procedures, policies, and standards; types from rough draft, verbal instructions, or transcribing machine recordings; composes correspondence related to area of assignment.

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14. Prepares Board agenda items and supporting documents as necessary; assures assigned supervisor receives timely notification of Board requests for information or action; assures that the Board receives information and notification of action taken as requested.
15. Receives mail and identifies and refers matters to the supervisor in order of priority.
16. Utilizes various computer applications and software packages; enters, updates, corrects, and extracts information; maintains and generates reports from a database or network system.
17. Performs related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Operational characteristics, services, and activities of the functions, programs, and operations of the assigned office.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Principles, practices, and procedures of business letter writing.
- Principles, practices, and procedures of fiscal, statistical, and administrative record keeping.
- Principles and practices used to establish and maintain files and information retrieval systems.
- Basic research methods and techniques.
- Basic mathematical concepts.
- Principles and techniques used in public relations including methods and techniques of proper receptionist and telephone etiquette.
- Interpersonal skills using tact, patience, and courtesy.
- Work organization and basic office management principles and practices.
- English usage, grammar, spelling, punctuation, and vocabulary.
- Oral and written communication skills

Ability to:

- Learn and understand the organization and operation of the assigned office and/or department as necessary to assume assigned responsibilities.
- Learn, understand, interpret, and apply administrative and office policies and procedures as well as pertinent laws, regulations, and ordinances.
- Perform a range of administrative, secretarial, and clerical duties involving the use of independent judgment and personal initiative.
- Research, compile, analyze, and interpret data.
- Independently compose and prepare routine correspondence and memoranda.
- Prepare a variety of clear and concise administrative and financial records.
- Compile information and write reports, business correspondence, and procedure manuals using correct English usage, grammar, spelling, punctuation and vocabulary.
- Respond to requests and inquiries from students, staff, or the public; effectively present information in person or on the telephone to students, staff, or the public.
- Use sound judgment in recognizing scope of authority.
- Exercise good judgment and discretion in analyzing and resolving confidential, difficult, and sensitive situations.
- Type or enter data at a speed necessary for successful job performance.
- Take and transcribe dictation, if required by the position, at a speed necessary for successful job performance.
- Implement and maintain filing systems.

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Train and provide work direction to others.
Establish, review, and revise office work priorities.
Plan and organize work to meet schedules and changing deadlines.
Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
Adapt to changing technologies and learn functionality of new equipment and systems.
Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
Work effectively with minimal supervision.
Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Secretary I

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by specialized training in secretarial science, office automation, or a related field.

Experience:

Two years of increasingly responsible clerical experience preferably including experience providing secretarial support to a program area and/or management staff.

Secretary II

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by specialized training in secretarial science, office automation, or a related field.

Experience:

Two years of responsible secretarial experience involving a high level of public contact, use of computer and office applications, and providing secretarial support to a program area and/or management staff comparable to a Secretary I with the San Bernardino Community College District.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; possible exposure to dissatisfied individuals.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

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Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.

Board Approved:

Johnson & Associates Revised: January 2007