

CITY OF MILPITAS
Effective: January 1990
Revised: 9/91; 9/03; 8/04
EEOC: Office & Clerical
FLSA: Non-exempt
Unit: Mid-Mgmt/
Confidential
Physical: 1

CONFIDENTIAL SECRETARY

DEFINITION

Under direction, performs a variety of confidential, administrative, and secretarial duties for a department head, and supervisory and professional staff. May be assigned to provide support to labor relations related assignments.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from other office support classes by the level of secretarial and administrative support duties, which are provided for a designated department head. These duties require the frequent use of tact, discretion, independent judgment and initiative. Incumbents work under direction of the department head and may exercise lead supervision over other office support staff.

EXAMPLES OF DUTIES

Provide varied complex, responsible and confidential administrative assistance for a department head, including personnel evaluations and notices of disciplinary action.

Receive and screen telephone calls and visitors to provide information, take messages, and resolve complaints.

Organize and maintain general and confidential files.

Independently respond to letters and general correspondence of a routine nature.

Compose and type letters, reports, and memoranda using word processing and computer equipment; review and edit finished documents.

May be required to participate in providing information and support for labor relations related assignments.

Make travel arrangements, maintain appointment schedules and calendars, and make arrangements for meetings and conferences.

Interpret and apply administrative and departmental policies, laws, rules, and procedures.

Compile data; prepare reports and special documents as assigned.

Supervise, initiate, and maintain a variety of records and files, including confidential materials.

Handle service requests received from the public; refer as appropriate.

Screen mail and distribute to department staff.

Attend meetings, take notes, and prepare reports and summaries.

May assist in preparing, monitoring, and maintaining the department budget.

May provide lead direction, training, and review of work of office support staff.

May be assigned other related duties.

QUALIFICATIONS

Knowledge of:

Modern office administrative and secretarial methods, procedures, software and equipment.

Use of correct English language, spelling, punctuation, grammar, and vocabulary.

Telephone and reception techniques.

Effective public contact methods.

Record keeping and filing principles and practices.

Business letter writing.

Skills/Ability to:

Organize work, set priorities, meet deadlines, and work with a minimum of supervision.

Understand, interpret, and apply instructions, rules, and regulations.

Establish and maintain effective working relationships with a wide variety of individuals including City staff and Officials, public agencies, and members of the public.

Train, direct, and evaluate assigned staff.

Recognize and appropriately handle materials in a sensitive and confidential manner.

Organize, compile, and maintain extensive and complex files and records.

Operate and use modern office equipment, including a variety of software programs such as Word, Excel, Windows, Powerpoint and other office programs and related equipment.

Communicate effectively, both orally and in writing.

Type at a speed of 50 words per minute.

Other Requirements:

Some positions may require skills in taking dictation at a speed of 80 words per minute with accurate transcription.

Some positions may require possession of a valid California driver's license.

EXPERIENCE AND EDUCATION -

Experience:

Three years of general clerical or office support experience (comparable to that of a Public Services Assistant II, Office Specialist or Police Clerk II with the City of Milpitas.)

Education:

Equivalent to the completion of the twelfth grade.

SPECIAL REQUIREMENTS - *Essential duties require the following physical abilities and work environment:*

General office environment; sit and/or stand for long periods of time; repetitive keyboarding; reach, squat, lift, and carry up to 15 pounds; able to travel to various locations within and outside the City of Milpitas.

Approved by:

City Manager

Date

Human Resources Director