

SECRETARY

Salary Range: 11 (Confidential Salary Schedule)

DEFINITION

Under general supervision performs highly responsible, complex, and confidential office support duties for the City Manager's Office which may require exercising independent judgment, the application of technical skills, or a knowledge of detailed or specialized activities; provides administrative support to the City Manager, City Clerk, and City Council; assists with a variety of special projects; provides general information and assistance to the public; sorts, logs, and maintains records and other documents; learns policies, procedures, and work methods associated with assigned duties; performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a single-position, advanced journey level classification where incumbents are expected to independently perform a wide range of complex, confidential and difficult specialized executive level support duties for the City Manager, City Clerk, and the City Council. This class is distinguished from the Senior Office Assistant in that the latter provides administrative support to a Department and/or Division and the duties are not considered confidential in nature.

SUPERVISION RECEIVED AND EXERCISED

Incumbents receive general direction from the City Manager and/or designee, and may exercise technical and functional direction over assigned staff.

ESSENTIAL DUTIES, KNOWLEDGE, AND ABILITIES

Duties may include, but are not limited to the following:

- Independently performs a wide variety of difficult, complex, specialized, and confidential office support for the City Manager's Office.
- Provides information to the public or City staff that may require the interpretation of policies, rules, or procedures; receives and responds to calls and visitors with tact and diplomacy; researches and responds to requests for sensitive information and assistance; helps resolve citizen concerns and complaints.
- Researches and assembles information from a variety of sources for the completion of forms or the preparation of reports; makes arithmetic and statistical calculations; maintains records and files.
- Prepares a wide variety of complex reports, summaries, memoranda and forms requiring independent research, assembly of information, judgment and interpretation, and prepares complex tables and spreadsheets.
- Proofreads and checks typed and other materials for accuracy, completeness, and compliance; prepares correspondence, reports, forms and specialized documents.
- Makes appointments and maintains calendars; schedules and arranges meetings; makes travel arrangements; prepares agendas and takes minutes at a variety of meetings; prepares required informational materials; sorts and distributes mail; orders supplies and materials

- Assists with or administers executive projects; fosters cooperative working relationships with civic groups, inter-governmental agencies and City staff; helps develop, implement and maintain goals, objectives, policies and priorities for assigned projects; helps ensure that established goals are achieved; attends and participates in professional community meetings as required; stays current on related issues.
- Plans and coordinates a variety of special events and meetings.
- Performs other duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

- Organization and function of public agencies, including the role of the City Manager, City Clerk, an elected City Council, and appointed boards and commissions
- Standard office administrative and secretarial practices and procedures
- Business arithmetic and basic statistical techniques
- Methods and techniques of effective technical report preparation and presentation
- English usage, grammar, spelling, vocabulary, and punctuation
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, various business, professional, and regulatory organizations and with property owners, developers, contractors and the public
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone
- Pertinent federal, state and local rules, regulations and laws applicable to assigned projects
- Computer applications related to the work, including word processing, web design, database, and spreadsheet applications.
- Records management principles and practices

Ability to:

- Perform responsible and complex administrative support work involving the use of independent judgment, and personal initiative; resolve office administrative and procedural concerns
- Understand, interpret, and explain policies, procedures, laws and regulations related to assignment
- Know and understand all aspects of the job
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Respond to and effectively prioritize multiple phone calls, walk-up traffic and other requests/interruptions.
- Establish and maintain a complex and extensive records management system.
- Prepare, monitor, and update various agreements, contracts, policies, and other documents
- Make accurate statistical calculations
- Resolve customer service issues in a professional manner.
- Coordinate department activities with other City departments and agencies as required

- Interpret and apply federal, state and local policies, procedures, laws and regulations
- Organize and coordinate the activities of public and private community groups
- Analyze complex problems, evaluate alternatives, and make sound recommendations.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines
- Effectively represent the department and the City in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations and individuals
- Establish and maintain effective working relationships with those contacted in the course of the work
- Use computer technology and applications in the performance of daily activities
- Perform research; prepare and present clear, concise and logical written and oral reports
- Use English effectively to communicate in person, over the telephone and in writing
- Meet the physical requirements necessary to safely and effectively perform the assigned duties

Minimum Qualifications

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to the completion of the twelfth (12th) grade, **AND**
- Two (2) years of full-time increasingly responsible general clerical and administrative experience equivalent to that of an Office Assistant II with the City of Rocklin.

GENERAL QUALIFICATIONS

License Requirements

A valid California class C driver license or higher with a satisfactory driving record is required at the time of appointment. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

Physical Requirements

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; ability to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone; finger dexterity for simple grasping, fine manipulation and the ability to access, enter and retrieve data using a computer keyboard or calculator and to operate standard office equipment; simple grasping and fine manipulation; frequently bend, stoop, kneel, reach, climb, and walk on uneven surfaces to participate in recreational activities; push and pull drawers open and closed to retrieve and file information; occasionally lift, move, and carry objects that typically weigh up to 20 pounds.

Working Conditions

Incumbents appointed to this class work primarily in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical

substances; may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Incumbents may be required to work on evenings, weekends and holidays and attend meetings before or after normal business hours.

FLSA: NE

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.

Adopted: February 2015