

## Secretary II

**Distinguishing Features of the Class:** This position involves responsibility for performing highly complex clerical duties and administrative support tasks to further the overall work of the organization or program. Incumbents typically serve as secretaries to the head of a department or major division relieving them of administrative and business detail and resolving day-to-day operational problems. This position is distinguished from that of Secretary I by virtue of its expanded scope of program support tasks, increased level of decision making, and relatively small amount of time spent keyboarding. Additionally, some Secretary II positions involve taking oral dictation. The work is performed under the general supervision of an administrator with considerable leeway allowed for the use of independent judgment in carrying out work assignments. Supervision may be exercised over the work of clerical subordinates. The incumbent does related work as required.

### **Typical Work Activities:**

Opens, reviews and distributes incoming mail in accordance with staff assignments, researches and attaches appropriate background material to correspondence;

Prepares responses to letters concerning programs, policies and procedures for own or supervisors' signature;

Schedules and arranges meetings, conferences and appointments and assembles and coordinates background material;

Coordinates the maintenance of and prepares agency financial, payroll, personnel and attendance records;

Establishes and implements office procedures and maintains efficient workflow;

Designs, sets up, and maintains files of correspondence, documents and records;

Transmits instructions from supervisor to appropriate staff orally, in writing or electronically and follows up to see that instructions are followed, and deadlines are met;

Screens callers or visitors to determine the nature of the inquiry, answers questions on established policy and procedures and/or refers to the appropriate party or office;

Prepares reports using statistical and narrative information;

Monitors and tracks status of various program activities;

Types correspondence, memoranda, reports, minutes of meetings, hearings and conferences and related material;

Monitors expenditures to maintain budgetary controls;

Orders office supplies and maintains inventory of supplies and equipment;

Supervises assigned clerical staff;

May assist in preparing service contracts, lease agreements, and reclassification of documents;  
May prepare legal documents.

**Full Performance knowledge, skills, abilities and personal characteristics:**

Thorough knowledge of office terminology, procedures, and equipment. Thorough knowledge of business arithmetic and English. Good knowledge of the organization and functions of the agency to which assigned. Ability to handle routine administrative details independently, including the composition of letters and memoranda. Ability to plan and supervise the work of others. Ability to understand and carry out complex oral and written instructions. Ability to operate an alphanumeric keyboard such as personal computer. Ability to operate a personal computer and utilize common office software programs. Ability to perform close, detail work involving considerable visual effort and strain. Confidentiality and good judgment. Physical condition commensurate with the demands of the position.

**Minimum Qualifications:**

1. Possession of an associate degree in Secretarial Science or related field and two years clerical experience in an office setting; or
2. Graduation from high school or possession of a high school equivalency diploma and four years of clerical experience in an office setting; or
3. An equivalent combination of training and experience as defined by the limits of the two above.

\*Note: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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Classification - Competitive