

SECRETARY II

38-C

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for performing highly complex duties and administrative support tasks to further the overall work of a division, organization or program. Incumbents typically serve as a personal secretary to the head of a 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 and increased level of decision-making. The work is performed under the general supervision of an administrator with considerable leeway allowed for the use of independent judgment in carrying out the details of the work. Supervision may be exercised over the work of clerical subordinates. Does related work as required.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Composes and types routine correspondence, minutes of meetings and memoranda utilizing
personal computer software programs;

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

Establishes and implements office procedures and maintains efficient work flow;

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;

Opens, reviews and distributes incoming mail in accordance with staff assignments;

Schedules and arranges meetings, conferences and appointments and assembles and

coordinates background material;

May type confidential reports pertaining to disciplinary or grievance matters;

Monitors and tracks status of various program activities;

Schedules and arranges travel and accommodations for senior personnel and other staff;

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

Screen callers and visitors to determine the nature of the inquiry, answers questions on

established policy and procedure and/or refers to appropriate party or office;

Prepares reports using statistical and narrative information;

Monitors expenditures to maintain budgetary controls;

Orders office supplies and maintains inventory of supplies and equipment.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Thorough knowledge of modern office terminology, procedures, equipment and business arithmetic and English; thorough knowledge of principles and techniques of office management and clerical processing; ability to handle administrative details independently; ability to communicate effectively both orally and in writing; ability to understand and follow oral and written directions; ability to organize and maintain office records, budgetary data and filing system; ability to operate a personal computer and utilize common office software programs including word-processing, spreadsheets and databases at an acceptable rate of accuracy and speed; and ability to establish and maintain effective working relationships with others.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a college or university with an Associate's Degree in Secretarial Science or closely related field and one (1) year of clerical experience which shall have involved the operation of a computer for word-processing, database or spreadsheet applications; or
- (B) Certificate in Office Assistant, or a related field, from a college or university and two (2) years of clerical experience as defined in (A); or
- (C) Graduation from high school or possession of a high school equivalency diploma and three (3) years of clerical experience as defined in (A); or
- (D) Four (4) years of clerical experience as defined in (A) above; or
- (E) An equivalent combination of training and experience as defined by the limits of (A), (B), (C) and (D) above.

NOTE: Post high school course work in secretarial science or a related field can be substituted on a basis of three (3) credits being equivalent to three (3) months of required experience.

NOTE: Your degree or credits 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 or credits were awarded by an educational institution outside of 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: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

Y:\CLASPLAN\Secretary II.doc
Last Reviewed: 12/18/02
Jurisdictional Class: Competitive
Public Hearing: N/A
NYS Civil Service Commission Approval: N/A

Placed from draft to classplan - 05/08/03
Revised in classplan on 3/31/04
Revised and Replaced in Classplan: 3/8/2023
Revised and Replaced in Classplan: 5/14/2025 (Edu)