

SECRETARY II

JOB DESCRIPTION

GENERAL PURPOSE:

This position involves advanced and responsible administrative and secretarial work requiring a high degree of independence, initiative, and professional judgment. The Secretary II provides direct administrative support to department heads or senior-level staff, often in large or complex departments.

Work includes performing complex secretarial and administrative duties, managing information flow, interpreting departmental policies and procedures, and independently resolving routine issues. Employees are expected to organize work efficiently, develop and refine office procedures, and exercise discretion in handling confidential and sensitive information. Technical or policy-related matters outside established guidelines are referred to a supervisor for final decision.

The Secretary II role is distinguished from Secretary I by the greater complexity of assignments, higher level of responsibility, and increased autonomy in completing work. Performance is reviewed based on effectiveness, accuracy, adherence to policies, and achievement of desired outcomes.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Provides comprehensive administrative support to department leadership, relieving them of a wide range of routine and detailed office responsibilities.
- Creates, edits, formats, proofreads, and distributes correspondence, memoranda, reports, meeting minutes, and other documents using modern word-processing and office software.
- Takes and transcribes dictation or notes from meetings, recordings, or digital dictation systems with speed and accuracy.
- Independently composes routine correspondence and responses based on general instructions or established procedures.
- Receives, reviews, prioritizes, and routes incoming communications, including mail, email, and electronic documents.
- Responds to inquiries by interpreting and explaining established policies, rules, regulations, and procedures; provides procedural guidance to staff and the public.
- Serves as receptionist or primary administrative contact for the department; greets visitors, answers calls, schedules appointments, coordinates meetings, and arranges travel or accommodations as needed.
- Maintains organized electronic and physical filing systems; classifies, indexes, and retrieves records and documents.
- Compiles, tracks, and prepares reports, statistics, and data from departmental records.

- Assists with budget preparation, monitors expenditures, maintains financial or purchasing records, prepares purchase requisitions, and processes routine financial or administrative reports.
- Utilizes office technology such as computers, document management systems, spreadsheets, email, calendars, and other administrative software.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Thorough knowledge of English grammar, spelling, punctuation, and basic arithmetic.
- Strong knowledge of modern office practices, procedures, systems, and equipment.
- Ability to take, transcribe, and summarize dictation or meeting notes accurately and efficiently.
- Ability to compose clear, professional, and effective correspondence with minimal supervision.
- Ability to organize work, manage multiple priorities, and meet deadlines in a fast-paced environment.
- Ability to establish and maintain effective working relationships with supervisors, coworkers, and the public.
- Proficiency in the use of computers and common office software (word processing, spreadsheets, email, and record-management systems).

EDUCATION AND EXPERIENCE

- Graduation from high school or an acceptable equivalent.
- Coursework or training in office administration, business practices, or related fields is desirable.
- Considerable experience in general secretarial or administrative support work of progressively increasing responsibility.

OTHER MATTERS:

This is a full-time, permanent position. The immediate supervisor for this position will be the Department Head of the department the secretary is assigned. The person in this position has no supervisory responsibilities.

The duties listed herein above are intended only as an illustration of the various types of work that may be performed. The omission of specific statements and duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

This job description does not constitute an employment agreement or contract between the employer and employee, and is subject to change by the employer, at its sole discretion, as the needs of the employer and requirements of the job change.

The Secretary is an employee at-will, and the City Manager may terminate the relationship at any time for any reason, with or without cause or notice.