

SECRETARY

SUMMARY:

Under limited supervision, performs a variety of secretarial and clerical functions for one or more staff/management personnel following established procedures and practices; and performs related duties as assigned.

ESSENTIAL FUNCTIONS: *(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.)*

DUTIES AND RESPONSIBILITIES: *(which are **not** in any hierarchical order)*

1. Greets the public; answers, screens, directs or refers incoming calls, mail and visitors.
2. Logs, routes to appropriate authority or handles citizen complaints.
3. Screens and schedules appointments.
4. Composes, types, transcribes, and edits a variety of correspondence, reports, memoranda, and other material from written draft or dictation.
5. May transcribe minutes and dictation requiring the understanding of complex terminology.
6. Plans, schedules, composes agenda, attends and takes minutes of committee meetings, hearings and conferences.
7. Maintains inventories and orders office supplies and materials.
8. Prepares Purchase Orders.
9. Prepares and records liens and satisfactions.
10. Prepares budgetary information and spreadsheets.
11. Sets up and maintains manual and automated filing systems.
12. Processes a variety of human resources documents including hiring requisitions, appraisals, promotions, attendance records and payroll input forms.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the City's governmental organization, policies and procedures.
- Knowledge of general office procedures, methods and equipment.
- Knowledge of public relations/customer service principles, practices and techniques.
- Knowledge of a variety of computer software, including word-processing, spreadsheet, and presentation applications.
- Knowledge of basic accounting or business practices and methods.
- Skill in typing, word-processing and dictation.
- Skill in operating a variety of office equipment, including personal computers, telephones, calculators, computer terminals, dictaphone, and typewriters.
- Skill in preparing and maintaining accurate records, reports, and files.
- Skill in handling and prioritizing multiple projects.
- Skill in coordinating calendars, appointments, room assignments, etc.
- Skill in understanding and following oral and written directions.
- Skill in utilizing public relations techniques in responding to inquiries and complaints.
- Ability to establish cooperative work relationships with those contacted in the course of work.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves light work in an office setting. There is frequent need to stand, stoop, walk, sit, occasionally lift light objects (up to 25 pounds) and perform other similar actions during the course of the workday. The City of West Palm Beach promotes a drug/alcohol free work environment through the use of mandatory pre-employment drug testing.

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MINIMUM QUALIFICATIONS: High School diploma or GED and three (3) years of clerical or office experience, or any equivalent combination of training and experience. Some positions may require: A valid Florida driver's license; State of Florida Notary Public.