

## **SECRETARY TO THE CITY MANAGER**

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### **DEFINITION**

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Under general supervision, provides secretarial services involving issues of confidential, controversial, or sensitive material to the Office of the City manager; performs related duties as required.

### **REPRESENTATIVE DUTIES**

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*The duties listed below are examples of the work typically performed by the employee of this class. Not all assigned duties may be listed. Marginal duties are those which are non-essential job functions for this class.*

1. Handles information regarding controversial matters or affairs with tact and professionalism.
2. Screens telephone calls and office visits by furnishing the information requested; resolves problems and complaints, refers a caller when appropriate; arranges schedule of appointments, meetings and conferences.
3. Gathers and assembles background information and materials with discretion; may research and compile data for special projects.
4. Initiates and maintains files and records; prepares a variety of correspondence; composes responses to inquiries requiring the exercise of independence of discretion, as well as the application of policy and procedures.
5. Relieves the City Manager of a variety of office and administrative detail.
6. Takes and prepares meeting minutes; takes tape transcription and/or individual dictation; composes general and routine correspondence.
7. Prepares and/or has access to documents relating to the collective bargaining process.
8. May supervise others engaged in providing services to the Office of the City Manager.
9. Provides temporary and vacation relief in similar occupational fields as necessary.

### **EMPLOYMENT STANDARDS**

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#### **Education and/or Experience**

Five year of secretarial experience including typing, computer operation, tape transcription and/or shorthand, or any combination of training and experience that provides the desired knowledge and abilities.

**Knowledge of:**

Secretarial and office methods, procedures, and techniques including filing systems, business correspondence, report writing and correct English usage; policies, procedures, and administrative structure; the functions and clerical operations of a managerial/administrative office; data collection and basic analysis techniques; administrative structure of municipal government.

**Skill in:**

Office equipment operation including a typing skill of not less than 60 wpm, and either tape transcription at a rate of not less than 28 wpm or a stenographic speed of not less than 80 wpm.

**Ability to:**

Take responsibility and use judgment in recognizing scope and authority, take minutes; synthesize conference type discussions and condense information; follow verbal and written directions; learn and apply technical procedures involving codes, specialized vocabulary, legal forms, and organization of data; proofread and edit document for the correct spelling, punctuation, and grammar, organize and index documents; operate word processing and transcription equipment; use a computer; organize complex filing systems; perform arithmetical calculations; establish and maintain effective working relationships with superior, peers, subordinates and the general public; communicate effectively, both verbally and in writing; exercise tact and discretion in dealing with the public and the handling of sensitive information; maintain confidentiality; develop and compose correspondence and reports; process and maintain documents and materials; direct other clerical employees when assigned.

**Special Requirements**

Possession or ability to obtain a California Driver's License may be required.

**Physical Demands**

Strength, dexterity, coordination and vision to use keyboard and computer for long periods of time; dexterity and coordination to handle files; occasional lifting of objects weighing up to 25 lbs.; moving from place to place within an office; some reaching for items above and below desk level.

**WORKING CONDITIONS**

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Generally clean work environment with limited exposure to conditions such as dust, fumes, odors, or noise; daily use of a computer; periodic contact with angry and upset individuals.

Date Adopted: August 6, 1996

Amended: October 7, 1997