

## ADMINISTRATIVE SECRETARY EVALUATION

### SECRETARIAL SKILLS

1. Able to compose correspondence, memos, and routine legal documents from general instructions.
2. Types accurately.
3. Opens and sorts mail accurately and in a timely manner.
4. Completes assignments in a timely manner.
5. Files materials accurately and in a timely manner.
6. Answers telephone calls in a professional manner.
7. Exercises considerable judgment in transferring telephone calls and scheduling appointments.
8. Able to transcribe materials from mechanical recording device.
9. Able to accurately enter or oversee entry of caseload data in database.
10. Able to accurately transmit notices, orders and decisions in a timely manner.

### OFFICE MANAGEMENT SKILLS

1. Demonstrates thorough knowledge of office management and supervision, including office practices, procedures and equipment.
2. Demonstrates working knowledge of purchasing and record maintenance procedures.
3. Demonstrates considerable knowledge of word processing equipment, programs, and procedures.
4. Demonstrates considerable knowledge of computer capabilities, and information and data management systems.
5. Able to plan, install, review, refine and maintain office systems and practices.
6. Able to assign, supervise, and review the work of clerical and secretarial subordinates, including providing applicable training.

### ADMINISTRATIVE SKILLS

1. Demonstrates considerable knowledge of programs, services, functions and procedures of assigned unit.
2. Able to prioritize and effectively handle a demanding workload.
3. Able to identify problems and recommend solutions.
4. Seeks advice and guidance from supervisor when appropriate.
5. Seeks advice and guidance from Central Office administrative staff when appropriate.

### PROFESSIONALISM

1. Demonstrates professional demeanor.
2. Able to establish and maintain effective working relationships.
3. Performs job functions with tact and discretion.
4. Able to communicate effectively both orally and in writing.
5. Able to work independently and exercise initiative.
6. Able to work effectively as a team member with other staff.