

**OFFICE OF THE DEFENDER GENERAL
JOB SPECIFICATIONS – SUPPORT SECRETARY – PG 15**

Class Definition:

Advanced secretarial and clerical work providing office support to a staff office or Central Office Division. Positions generally require significant interaction with the general public, service providers, or other agencies and departments. Duties routinely require a high level of initiative and independent judgment. Support Secretary is distinguished from Administrative Secretary by the emphasis on secretarial rather than administrative duties. Work is usually performed under the supervision of an administrative secretary and/or Public Defender and is reviewed by the Defender General or his/her designee.

Examples of Work:

Transcribes from mechanical recording devices material of a complex and technical nature. May take and transcribe shorthand, if skills permit. Composes correspondence, memos, and documents from general instructions. Assists in compiling case materials for supervisor. Maintains files. May handle major projects and work assignments such as large mailings, reports, etc., ensuring work is prepared and sent out in a timely and efficient manner. May answer certain pieces of mail in accordance with established policies and procedures. Screens and sorts mail and telephone calls and routes to proper persons. Exercises considerable judgment in scheduling appointments and referring callers to others when appropriate. Answers telephone and provides information to other departmental offices, the public, and other agency employees in accordance with policies, rules and regulations. May enter caseload data in database program and submit monthly statistics to Central Office. Assists in planning, reviewing and refining office management practices. May help train subordinate clerical/secretarial staff. May relieve Administrative Secretary of some administrative duties. Performs related work as required.

Knowledge, Skills and Abilities Required for Class Entry:

Thorough knowledge of office practices, policies, procedures and equipment. Thorough knowledge of English, punctuation, grammar, spelling and word usage. Working knowledge of word processing equipment, programs, and procedures. Ability to work independently and exercise initiative, including coordination of workload with other staff. Ability to type accurately from rough copy and/or transcription machines. Ability to accurately enter caseload data. Ability to communicate effectively orally and in writing. Ability to establish and maintain effective working relationships.

Knowledge, Skills and Abilities Required for Full Class Performance:

Considerable knowledge of departmental rules, regulations, policies and procedures applicable to assigned work unit. Working knowledge of programs administered by the department. Ability to exercise good judgement, courtesy, and tact in interpersonal relationships. Considerable human relations skills are needed in dealing with clients, subordinates, work originators, and other employees. Ability to identify problems and recommend solutions.

Environmental Factors:

Duties are typically performed in a normal office setting. Work at a word processing or data processing terminal or similar equipment is required. Pressure from deadlines and workload may

occur. There may be occasional travel outside the office setting for which private means of transportation must be available.

Minimum Qualifications:

Associate's degree in business technology, secretarial science or office management; OR High school graduation or equivalent and two years of office clerical experience which included typing, word processing or other generation of documents. Completion of a one-year vocational/technical training program in business and office occupations or related area may be substituted for one year of the work experience. College coursework may be substituted for up to one year of the work experience on a semester for six months basis.