

Job Class Profile: Secretary II**Pay Level: CG-26 Point Band: 490-533**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	4	3	2	3	3	3	3	1	2	
Points	187	50	13	14	90	65	62	21	21	523

JOB SUMMARY

The Secretary II provides responsible secretarial work of a confidential nature in support of the Chief Executive Officer or Administrator.

Key and Periodic Activities

- Transcribes and types from oral or machine dictation, correspondence, reports, bulletins, memoranda.
- Receives, composes, types and, on behalf of the supervisor, signs correspondence and memoranda during supervisors absence; drafts, types and signs letters of acknowledgement.
- Develops and maintains a follow-up system for correspondence to ensure that proper action has been taken without unnecessary delay.
- Maintains appointment schedule for supervisor, screens callers, identifies problems, obtains and suggests solutions; maintains highly confidential files; completes travel arrangements and accommodations.
- Researches and obtains specialized information from a variety of sources, organizes materials and draws attention to the most important parts; on own initiative, may observe need for administration or procedural changes.
- May obtain statistical reports for supervisor.
- Receives reports and data requested by supervisor and screens for accuracy and completeness, insures that completed files are available when required.
- Assembles information and documents and prepares agenda for meetings; notifies all persons concerned of meeting, and provides them with materials; attends and takes minutes of meetings and conferences.

SKILL**Knowledge****General and Specific Knowledge:**

- Policies and procedures and legislation related to the area.
- Typical business application software and office equipment

Formal Education and/or Certification(s):

- Minimum: 1 year post secondary Diploma in Office Administration

Years of Experience:

- Minimum: 5 years

Competencies:

- Operate office equipment and maintain records
- Compose and type correspondence

Interpersonal Skills

- A range of interpersonal skills are used including listening to information from others, asking questions for clarification, providing routine advice and information to others regarding business processes, services and status of requests/applications.
- Communications typically occur within the immediate work area and include interactions with a variety of people both internal and external to the organization including clients/general public and suppliers.
- The most significant contacts are with the Chief Executive Officer or Administrator, other staff and the public.

EFFORT**Physical Effort**

- Work demands do not result in considerable fatigue requiring periods of rest.
- Occasionally required to lift files, supplies, etc. weighing less than 10 lbs.
- Constantly required to perform fine finger/precision work while sitting and using a computer mouse.
- Work provides the opportunity to occasionally stand and walk within the office environment.
- Occasionally required to bend, stretch, etc. to retrieve and return files.

Concentration

- **Visual concentration** is required when maintaining electronic files and spreadsheets; compiling statistical reports and filing confidential information. Typically involves considerable concentration during data capture/entry.
- **Auditory concentration** involves listening to clients/general public, co-workers and suppliers to obtain information and receive directions in a general office environment.
- **Repetition requiring alertness** is evident when capturing data.
- Work is impacted by **interruptions** and may regularly have multiple **time pressures or deadlines**. Occasionally, may have a **lack of control over work pace**.
- Concentration includes a requirement for **eye/hand coordination** to ensure **exact results and precision** in completing applications/permits and maintaining files.

Complexity

- Work typically involves tasks that are similar and require similar knowledge and skills.
- Typical challenges relate to the provision of confidential secretarial work.
- Challenges are addressed by referring to appropriate policies and procedures or following past practice or precedents.

RESPONSIBILITY

Accountability and Decision-Making
<ul style="list-style-type: none"> — Work tasks and activities are moderately prescribed and controlled. — Decisions may typically include ordering office supplies, ensuring confidentiality of documents, determining the priority of message delivery, and coordinating schedules. — May require approval for outside organization purchases, schedule changes, and requests for professional development, leave request and travel.
Impact
<ul style="list-style-type: none"> — Generally has impact on work area, department, within the organization, clients/patients, and general public. Additionally, may impact information, processes and systems, finance and material resources, and corporate image. The most significant impacts are on immediate work area and clients/patients and general public. — The work performed could either negatively or positively impact the receipt of confidential information. Work tends to be moderately monitored and controlled, and problem/errors are identified and resolved quickly (i.e. scheduling, mail). — Work is typically guided by policies, procedures and past practice and direction from a supervisor when required.
Development and Leadership of Others
<ul style="list-style-type: none"> — Not responsible for the supervision of staff. — May be required to provide advice and/or guidance to new employees.

WORKING CONDITIONS

Environmental Working Conditions
<ul style="list-style-type: none"> — Typically does not require any special precautions or safety equipment. — There is a limited likelihood of minor cuts, bruises, abrasions or minor illnesses. — Typically work in an office or open environment with occasional exposure unusual/distracting noise, glare from computer monitors and a lack of privacy.