



JULY 2012
FLSA: EXEMPT

SECRETARY TO THE GENERAL MANAGER

This class specification indicates, in general terms, the type and level of work performed as well as the responsibilities of employees in this classification. The job functions described are not to be interpreted as being all-inclusive to any specific employee.

DEFINITION

Under general direction, independently plans and coordinates the administrative support functions and services for the General Manager's Office; performs a wide variety of responsible, confidential, and complex administrative, technical, programmatic, and secretarial duties to relieve the General Manager and members of the Board of Directors of technical, as well as, general administrative details; participates in the development, implementation, and administration of administrative policies, procedures, and programs; prepares a variety of fiscal, administrative, and operational reports; serves as a liaison with District departments, other District staff, outside agencies, and the general public; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the General Manager. Exercises no direct supervision of staff. May exercise functional and technical leadership in assigned workgroups or teams and coach and/or mentor less experienced staff.

CLASS CHARACTERISTICS

This is the highest-level administrative support class that is specifically assigned to the General Manager's Office. Incumbents perform a variety of administrative and confidential support work for the General Manager, Board of Directors, and associated staff. The work requires extensive public contact, the frequent use of tact, discretion, and independent judgment, knowledge of District activities, and the ability to conduct independent projects. Responsibilities may include guidance on programs and/or projects and leads by example. This class is distinguished from other office administrative classes in that the nature, scope, and diversity of responsibilities originating at a District-wide level requires a broader understanding of District functions and the capability of relieving District management staff of day-to-day administrative and coordinative duties.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Serves in the capacity of a confidential secretary to the General Manager, Assistant General Manager, and members of the Board of Directors, independently planning and coordinating administrative support functions and services.
- Performs a wide variety of responsible, confidential, and complex administrative, technical, programmatic, and secretarial duties in support of the General Manager, Assistant General Manager and members of the Board of Directors; relieves management staff of technical as well as general administrative work including investigating and answering complaints and providing assistance in resolving operational and administration problems.

- Conducts research; prepares, revises, and implements various administrative policies, procedures, rules, and regulations in accordance with sound organizational practices; develops and revises office forms and report formats; establishes procedural manuals for clerical support services for assigned areas; conducts quarterly meetings with clerical support staff.
- Serves as primary contact and liaison between the General Manager's Office and other District departments and staff, the general public, and outside agencies and organizations; resolves sensitive and controversial issues; explains, justifies, and defends programs, policies, and activities.
- Collects, compiles, and analyzes information from various sources on a variety of specialized topics related to assigned programs or programs administered by management staff; writes reports that present and interpret data, identifies alternatives, and makes and justifies recommendations.
- Provides support services to assigned boards, commissions, teams, and committees; prepares, prints, and distributes agendas and agenda packets for meetings; attends meetings and takes or records minutes of meetings; prepares minutes; disseminates information as appropriate; tracks action items.
- Directs and participates in the maintenance of a calendar of activities, meetings, and various events for the General Manager and other staff as assigned; coordinates activities with other District departments, the public, and outside agencies.
- Coordinates and processes staff travel arrangements; administers and maintains travel site; coordinates training and assists other staff in using the travel site; generates reports as needed.
- Screens calls, visitors, and mail; provides information and assistance including responding to sensitive requests for information and assistance; researches information related to District regulations and departmental policies; assists the public and other District staff in interpreting and applying District policies, procedures, codes, and ordinances.
- Monitors approved budget accounts; recommends expenditure requests for designated accounts.
- Types, word processes, and proofreads a wide variety of reports, letters, memoranda, correspondence, and statistical information; types from rough draft, verbal instruction, or transcribing machine; independently composes correspondence and reports related to assigned area of responsibility.
- Verifies and reviews materials, applications, records, and reports for completeness and conformance with established regulations, policies, and procedures; provides information and forms to the public; collects and processes appropriate information.
- Initiates, organizes, maintains, and controls access to complex filing systems and records including highly sensitive files; ensures that all records and the required retention information is included in the records retention schedule; coordinates the review of records maintained in the office to determine which are active and which are inactive; retains or destroys records accordingly; ensures compliance with records management policies and procedures.
- Operates a variety of office equipment including copiers, facsimile machine, and computer; utilizes various computer applications and software packages; enters data and maintains and generates reports from database or network systems; creates documents using word processing or spreadsheet software.
- Performs a variety of general bookkeeping and clerical accounting duties and responsibilities involved in financial record keeping and reporting; maintains a variety of accounting records, logs, and files; verifies, balances, and adjusts accounting records; provides assistance to staff, vendors, and the general public in assigned areas.
- When assigned to programs and/or projects, provides leadership and guidance to others. As a program and/or project leader, may direct, assign, train, monitor and review the work activities of team members; determines work priorities; oversees quality and quantity of work performed and ensures adherence to established procedures by instructing employees accordingly; is a reference to employees by possessing specialized skills; develops and implements work improvements.
- Maintains and orders office supplies; prepares purchase orders; receives invoices and checks for accuracy; processes payments.
- Serves as Secretary pro tem to the Board.
- Performs related duties as required.

QUALIFICATIONS

Knowledge of:

- Operational characteristics, procedures, services, and activities of the functions, programs, and office operations of senior and/or executive-level management.
- Complexities associated with the practices and methods in the management and administration of office operations for senior and/or executive-level management.
- Advanced principles and practices of fiscal, statistical, and administrative research.
- Principles and practices of program development and administration.
- Processes, procedures, and practices of budget preparation and administration.
- Methods and techniques of public relations.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Advanced principles and procedures of record-keeping and reporting.
- Business mathematics and basic statistical techniques.
- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, web design, database, and spreadsheet applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations, and the general public.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Perform responsible and difficult administrative and secretarial support duties in support of the General Manager and members of the Board of Directors involving the use of independent judgment and personal initiative and resourcefulness.
- Make decisions as to how to approach, identify and resolve problems affecting and involving the General Manager/General Manager's Office which is done in the absence of either overt guidance or previous precedents or methods.
- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, rules, and regulations.
- Participate in the preparation and administration of assigned budgets.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Research, analyze, and summarize data and prepare clear and concise administrative and financial reports.
- Demonstrate safe work practices and procedures in the workplace.
- Train others on proper work procedures and lead by example.
- Plan, schedule, assign, and oversee activities of assigned workgroups or teams.
- Oversee programs and/or projects and by example promote the individual professional growth and development of less experienced staff.
- Compose correspondence and reports independently or from brief instructions.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Take and transcribe dictation with sufficient speed and accuracy to perform assigned work.
- Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
- Maintain confidentiality and be discreet in handling and processing confidential information and data.

- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Employment Standards:

Any combination of education and experience that provides the required knowledge, skills, and abilities may be qualifying as determined by OCSD.

1. Possession of an Associate's degree from a college or university which is accredited by the US Department of Education, with major coursework in office management, business or public administration, or a related field; AND,
2. Six (6) years of increasingly responsible high-level administrative/secretarial experience in support of senior or executive management, public officials, boards and/or commissions.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

Disaster Service Workers:

All Orange County Sanitation District employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with the Orange County Sanitation District requires the affirmation of a loyalty oath to this effect. Employees are required to complete all related training as assigned, and to return to work as ordered in the event of an emergency.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.