



**DECEMBER 2018
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 supervision or 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 assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision or 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 classification is the fifth of five (5) levels within the administrative support job series and 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. 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)

The following essential job functions are typical for this classification. Incumbents may not perform all of the listed job functions and/or may be required to perform additional or different job functions from those set forth below to address business needs and changing business practices.

- Serves in the capacity of a confidential secretary to the General Manager, Assistant General Manager; provides back-up support to members of the Board of Directors, independently planning and coordinating administrative support functions and services.
- Ensures established safety precautions are adhered to, corrects unsafe work conditions / practices, and/or reports unsafe work conditions / practices to assigned supervisory or managerial staff.

- Performs a wide variety of responsible, confidential, and complex administrative support duties; relieves executive management staff of general administrative work including investigating and answering complaints.
- Collects, compiles and prepares information for routine reports.
- Reviews and completes payment requests for invoices and processes requests.
- Attends meetings and records notes and action items; follows up on action items on behalf of General Manager's Office.
- Maintains and coordinates a calendar of activities, meetings and various events for the General Manager, Assistant General Manager and other 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 or refers issues.
- 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.
- 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.
- Maintains and orders office supplies; prepares purchase orders; receives invoices and checks for accuracy; processes payments.
- Performs related duties as assigned.

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.
- Basic principles and practices of fiscal, statistical, and administrative research.
- 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.
- Basic understanding of District budgeting and procurement practices sufficient to process invoices and monitor expenditures.
- Modern office practices and computer equipment and applications related to the work including word processing, 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.
- Principles and practices of customer service and techniques for effectively communicating 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's Office 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 within standard policies and procedures.
- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Organize and maintain calendar information.
- Collect and compile 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.
- Plan, schedule, assign, and oversee activities of assigned workgroups or teams.
- Reconcile invoices to budgeted amounts and/or purchase orders.
- 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.
- Utilize a computer, relevant software applications and/or other equipment.
- Work independently in the absence of supervision. Work extended hours, including nights, weekends and holidays when necessary.
- 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.
- Adhere to safe work practices and procedures in the workplace.
- Effectively communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment when representing the General Manager's Office and the District.
- Establish, maintain, and foster positive and effective 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. Associate's degree from a college or university accredited by the U.S. Department of Education, with major coursework in office management, business or public administration, or a related field; AND
2. Six (6) years of work experience in administrative/secretarial work in support of senior or executive management, public officials, boards and/or commissions.

Licenses and/or Certifications:

- None.

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; 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 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 10 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.