

SECRETARY TO DIRECTOR OF CONSTITUENT SERVICES

Code No. 4-05-209

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative secretarial position in a town involving the performance of confidential and complex clerical duties for the Director of Constituent Services. Responsibilities include typing confidential correspondence and other items, preparing reports and charts, and scheduling meetings and appointments. Assists clerical staff with more difficult questions and situations. The position reports directly to and works under the general supervision of the Director of Constituent Services. Direct supervision may be exercised over a clerical staff. Does related work as required.

TYPICAL WORK ACTIVITIES (All need not be performed in a given position. Other related activities may be performed although not listed):

Performs secretarial duties, including those of a confidential nature for the Director of Constituent Services;

Types reports, correspondence, press releases, memoranda, policy statements, agendas, and other items;

Proofreads material prepared by others for proper grammar, punctuation and spelling;

Attends meetings with the Director of Constituent Services and/or the Constituent Services Coordinator for the purpose of taking, preparing and distributing minutes or notes;

Provides input and assists in the preparation of standardized, computerized forms and other instruments to collect information from residents to transfer to Town Departments;

Prepares statistics, tables, reports and charts for Director of Constituent Services, to be used in analyzing town wide requests for service, complaints, concerns and comments;

Assists departmental clerical staff in responding to difficult questions, callers;

Schedules meetings, appointments for Director of Constituent Services;

Prepares and enters departmental payroll, orders office supplies, opens and routes mail, establishes and maintains files, processes invoices, and performs related office clerical functions for department;

Prepares responses to written inquiries in well defined areas for Director of Constituent Services or Town Supervisor.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Thorough knowledge of the organization, functions, policies and regulations of constituent services; good knowledge of standard office procedures, practices and methods; good knowledge of English composition, grammar, and spelling; good knowledge of format, terminology and vocabulary used in business correspondence; ability to take and transcribe dictation; ability to type rapidly and accurately; ability to perform independently complex secretarial

and routine administrative assignments; ability to construct and incorporate paragraphs into routine correspondence and written directions; ability to organize and interpret and carry out complex oral and written directions; ability to organize and maintain alphabetical filing system; supervisory ability; good judgment in handling confidential material; ability to establish and maintain effective relationships with the public; ability to compile furnished data into reports; record keeping ability; physical condition commensurate with the demands of the position.

ADOPTED: June 8, 2000