

**UNIFIED JUDICIAL SYSTEM
POSITION DESCRIPTION**

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CLASS CODE: 99-21-03

POSITION PURPOSE

Provides general clerical support to include greeting the public; answering phone lines, responding to routine questions, and routing calls to appropriate staff; scheduling rooms and maintaining staff calendars; establishing and maintaining filing systems; ordering and maintaining supplies; processing vouchers; and compiling, composing, and typing correspondence and reports.

DISTINGUISHING FEATURE

This position is distinguished by providing a wide variety of office support tasks and possessing some margin of freedom of variation from an established routine and detailed instructions to choose a response or perform duties.

MAJOR RESPONSIBILITIES

Note: The duties listed are typical examples of work performed by positions in this job classification. Not all duties are included, nor is the list inclusive.

1. Compiles, composes, and finalizes correspondence and reports to in an accurate and appropriate format.
 - a. Complies all required information for a correspondence and/or report.
 - b. Formats the correspondence and/or report appropriately and ensures proper spelling and grammar.
 - c. Ensures that the correspondence and/or report is easy to read and understand.
2. Greets the public and responds to requests to provide assistance to clients and the public.
3. Answers the main telephone lines, responds to general inquiries, and routes calls to appropriate staff to assist the public.
4. Orders supplies for the office to ensure all staff have adequate supplies to operate efficiently and effectively.
 - a. Works with requestors to clarify orders and get the specifics of what they need.
 - b. Identifies products by catalog numbers and orders by e-mail, telephone, or internet.
 - c. Orders printed materials and makes sure orders are correct and distributed properly.

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- d. Prepares requisitions and purchase orders for equipment and furniture, and does price comparisons when needed; and maintains records of purchases.
 - e. Maintains records of inventory.
 - f. Reviews bills and processes vouchers for payment.
5. Receives, sorts, and distributes mail to appropriate personnel.
 6. Establishes and maintains filing systems and ensures record management, accuracy and completeness.
 7. Makes travel arrangements or schedules appointments to ensure necessary arrangements are completed.
 - a. Reviews requests.
 - b. Reserves cars and makes other travel arrangements.
 - c. Selects appropriate accommodations.
 - d. Ensures the accurate processing of travel reimbursements.
 8. Performs other work as assigned.

SUPERVISORY FUNCTIONS

This position may train others and provide work direction, but does not typically supervise staff.

ESSENTIAL FUNCTIONS REQUIRE

Sitting for extended periods of time; operating office machines such as a computer, telephone, copier, etc.; using hands for repetitive movement including grasping, turning, and typing; lifting as much as 30 pounds; walking up and down stairs; and attendance in accordance with rules and policies. The incumbent is also required to work effectively with coworkers and the public, maintain confidentiality, manage stress, meet deadlines, and understand and communicate (verbally and in writing) procedures and practices.

PROBLEMS AND CHALLENGES

This position is challenged to prioritize workload and maintain accuracy of work.

Typical problems encountered by the incumbent include dealing with constant interruptions; maintaining accuracy; understanding terminology; correcting schedule conflicts, dealing with irate people who come into the office and call on the phone, and being the first point of contact for dealing with any problems the public may have.

DECISION-MAKING AUTHORITY

The incumbent receives instructions through the supervisor, other staff or the general public either verbally or in writing. Decisions made by the incumbent include scheduling

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appointments, content of routine correspondence, deciding appropriate filing system, and prioritizing workload.

Decisions referred include content of non-routine correspondence; complaints from the public; technical questions; signature authority and final approval of work completed.

CONTACT WITH OTHERS and PURPOSE

Daily contact with the circuit administrator, Justices or Judges, Clerk of Courts, attorneys, Court Services Officers, Supreme Court staff, State Court Administrator staff, and/or the public to ask and answer questions and gather information.

WORKING CONDITIONS

The incumbent works in a typical office environment.

COMPETENCIES/QUALIFICATIONS FOR APPOINTMENT

Knowledge, Skills and Abilities

Knowledge of:

- court policies and procedures;
- various legal practices and terminology;
- effective record keeping techniques;
- the English language and grammar;
- sequences such as alphabetical or numerical as they apply to sorting and filing.

The skill to type 65 wpm.

Ability to:

- deal with others courteously and effectively with coworkers and the public;
- communicate effectively both orally and in writing;
- follow instructions;
- learn the operation of various office machines;
- lift, carry, shift, rotate, and move boxes of files, and reams of paper;
- filing.

Education

Graduation from high school or possession of a GED certificate. Post high school education including secretarial, computer, and transcription training desirable.

Experience

Two (2) years of clerical experience; or an equivalent combination of education and experience.