

**CLASSIFICATION SPECIFICATION
LORAIN COUNTY BOARD OF COMMISSIONERS**

An Equal Opportunity Employer

TITLE: Secretary 3
CLASS NO.: 11423

JOB RESPONSIBILITIES: Under administrative direction, operates a personal computer and/or typewriter, takes and transcribes dictation, prepares typed copy from rough drafts, prepares and processes confidential information; types correspondence and reports, answers telephone inquiries, and routes to proper individual; greets the public; attends meetings and records minutes; schedules meetings.

QUALIFICATIONS: (Coursework, training, work experience, or equivalent combination):

Completion of secondary education supplemented by coursework in secretarial sciences and office administration, plus (5) five years of secretarial and clerical experience which includes administrative responsibilities or equivalent.

LICENSE, CERTIFICATE, OR REGISTRATION REQUIREMENTS:

None.

% OF TIME	ILLUSTRATIVE DUTIES: (The duties listed below are intended to depict tasks performed by this classification.)	KNOWLEDGE, SKILLS, AND ABILITIES: (Minimal necessary to perform duties) [*Indicates developed after employment]
40-50%	1. Operates a personal computer and/or typewriter to produce a variety of documentation from rough copy, transcription, etc; transcribes from verbal, written, and other transcribing sources; proofreads output to ensure accuracy, completeness, and adherence to established format; receives and responds to inquiries concerning the status of work in progress; takes and transcribes meeting minutes as assigned; composes routine correspondence.	1. Knowledge of (a) department polices and procedures,* (b) office practices and procedures, (c) computer operations, (d) Microsoft Word or other computer applications utilized by the agency; (e) customer service techniques; (f) ability to define problems, collect data, establish facts, and draw conclusions, (g) calculate fractions, decimals, and percentages, (h) maintain accurate records: (i) communicate effectively (j) take and transcribe dictation; (k) gather, collate, and classify information about data, people, and things; skill in (l) typing, (m) utilizing Microsoft Word or other computer applications utilized by the agency, (n) shorthand, (o) operation of dictating equipment.

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Developed by Clemans, Nelson & Associates, Inc.

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25-35%	<p>2. Schedules appointments as directed; completes routine forms; takes messages; and performs other responsible secretarial duties; establishes data bases as directed; maintains data bases; creates/runs reports; produces procedures, forms, and documents in accordance with established practices and procedures.</p>	<p>2. Knowledge of (a), (b), (c), (d); ability to (e), (g), (h), (i); skill in (i), (j).</p>
5-10%	<p>3. Interacts with staff and visitors in a pleasant, courteous, and professional manner; greets and directs office visitors; answers telephone and takes accurate messages; opens, sorts, and distributes mail; provides efficient and courteous service to internal and external customers.</p>	<p>3. Knowledge of (a), (b), (c), (e); ability to (d), (e), (f), (g), (p) develop good rapport with co-workers and public; skill in (i).</p>
5-10%	<p>4. Maintains work area in an orderly fashion; ensures that documents are filed and maintained in accordance with agency practices and procedures.</p>	<p>4. Knowledge of (a), (b), (c); ability to (d), (e), (f), (g).</p>
5-10%	<p>5. Serves as relief receptionist as assigned; provides a variety of other clerical assistance to office personnel; operates a variety of office equipment (e.g., personal computer, typewriter, calculator, fax machine, etc.); ensures the security of files and records; attends training programs; attends staff meetings; performs other duties as requested by administration, supervisor, or supervisor's designee.</p>	<p>5. Knowledge of (a), (b), (c); ability to (d), (e), (f), (g).</p>

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