

**HOUSING AUTHORITY**  
of the  
**COUNTY OF CONTRA COSTA**

Approved: 07/99  
HACCC.R07

Reviewed: 00/00/00  
Revised: 00/00/00

**SECRETARY**

**DEFINITION/PURPOSE:**

Perform a variety of secretarial services for a department manager and/or their immediate staff. Relieve the supervisor of administrative and office detail and undertake additional tasks as directed, or in anticipation of the supervisor's or department's needs.

**DISTINGUISHING CHARACTERISTICS:**

This classification is distinguished from other clerical and accounts clerical classes by the responsibility to provide full-time secretarial services to one or more individuals serving in an administrative, professional, or technical capacity. The classification typically provides typing and transcription support and is expected to have broad knowledge of the policies and procedures of the department or division to which assigned and to exercise initiative, independent judgment and discretion in performing duties, delegations, and special assignments.

**SUPERVISION RECEIVED AND EXERCISED:**

Operates under the direct general supervision of a department or division manager.

The Secretary exercises no supervision over other Authority employees; however, may provide direction to subordinate clerical employees, as assigned.

**ESSENTIAL JOB FUNCTIONS:** Duties include, but are not limited to, the following:

- Take and transcribe dictation consisting of a wide variety of correspondence, reports, and other written materials.
- Perform a variety of organizing of records, filing, word processing, including letters, forms, contracts, and other documents requiring independent judgment and compliance with established formats and procedures.
- Make appointments, arrange meetings and transmit confidential information.
- Compose draft letter of a routine nature independently or from oral or written instruction.
- Screen callers by telephone and in person, and either attempt to furnish the desired information and/or refer them to the correct party.

- Maintain file records; check reports and other data for accuracy, completeness and compliance with established standards.
- Compile and organize information, as required.
- Operate a personal computer using word processing and other programs, and enter and verify a wide variety of data from drafts, reports, forms, documents and written instructions.
- Review incoming and outgoing work for accuracy and completeness.
- Maintain production and utilization records.
- Assist in sorting, checking, and reviewing paperwork for accuracy and take corrective action if necessary. Assist in setting up new project files and developing word processing entry programs.
- Prepare forms, charts, and other documents, entering narrative, numerical, or coded data from a variety of standard and non-standard sources.
- Prepare and type bid documents, attend bid openings, follow through with all necessary documentation required by bidding procedures.
- Prepare and type reports on modernization and construction progress and maintain project files and reports.
- Perform responsible financial record keeping and accounting work. Prepare accounting reports, type financial reports, budgets, and accounting procedures.
- Complete and process statistical and accounting related data on an intermittent basis.
- Attend meetings, take minutes, and review incoming correspondence. Maintain files, assuring accurate indexing and other controls for efficient use.
- Requisition supplies and maintain records of expenditures.
- Act in a lead capacity, providing direction to subordinate clerical personnel on specific assignments.
- Maintain good rapport with Authority clients, the general public, and all Authority staff.

**OTHER JOB FUNCTIONS:**

- Perform related duties as assigned.

**SPECIAL REQUIREMENTS:**

Knowledge of – General modern office procedures. Correct use of oral and written English and proper grammar, spelling, punctuation, and composition, as well as good vocabulary. Common administrative terminology. Standard business mathematics and correspondence and report formats. Independently prepare routine correspondence. Filing, indexing, and cross-referencing methods. Operate standard office equipment,

including copying equipment. Uses of personal computers. Word processing and Microsoft Office skills. Basic Authority organization. Public housing programs and Authority rules and regulations.

Ability to – Independently prepare correspondence on routine matters. Make simple mathematical computations. Properly explain departmental and/or Authority activities, policies, and procedures. Deal effectively with tact, courtesy and sensitivity with applicants, recipients, clients, other agency representatives, the general public, and Authority personnel. Effectively interview clients. Maintain confidentiality. Communicate clearly and effectively both orally and in writing. Prepare clear and concise reports. Plan, develop, and implement office procedures. Understand and implement oral and written directions. Plan, assign and direct the work of others. Follow policy and adhere to procedures. Type at a speed of forty-five (45) words per minute from clear manuscript or printed or typewritten copy. Take dictation at ninety (90) words per minute and transcribe accurately at a speed of twenty-five (25) words per minute. Operate a personal computer using various Windows-based applications programs, including Word and Excel.

Licenses and Certificates – None required.

California Driver License - Must possess and maintain an applicable California Driver License and a driving record acceptable to the Authority's insurance carrier.

Physical Abilities and Work Environment – Sit for lengthy periods of time in a standard indoor office environment. Have manual dexterity enabling manipulation of a telephone and operation of keyboard equipment and other office equipment.

Other – Provide proof of US citizenship or, if an alien, either lawful admission for permanent residence or authorization for appropriate work by the Immigration and Naturalization Service.

- Will be required to take a pre-employment physical examination.
- Be bondable.

#### **MINIMUM QUALIFICATIONS:**

Any combination of experience and education that would be likely to provide the required knowledge and abilities could be qualifying, as determined by the Authority. A typical way to obtain the knowledge and abilities would be:

Experience – Three (3) years of full-time, increasingly responsible secretarial or stenographic experience in a position requiring extensive public contact on behalf of a senior manager or administrator.

Education – Graduation from an accredited high school, or possession of an equivalent certificate or diploma recognized by the State of California (e.g. G.E.D.). Possession of an Associates Degree, or two full academic years of training, from an accredited college or university with a major in business administration, social sciences, or related field is desirable.

