

NEW CASTLE COUNTY GOVERNMENT

Number 0159

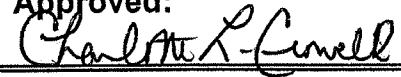
CLASS SPECIFICATION

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Date 04/01/07

Title: ROW OFFICE CONFIDENTIAL SECRETARY

Approved:



GENERAL STATEMENT OF DUTIES: Performs a variety of problem solving, administrative and support functions for the Row Offices that require complete confidentiality relating to the integrity and liability of management systems through quality service in all areas to the citizens of New Castle County; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class assists in the daily activities of a department or division by performing responsible administrative and support functions of a wide variety and scope. The work deals with highly sensitive labor relations matters and is extremely confidential in nature. This employee is required to be familiar with all phases of New Castle County Government and must be able to work across department, division and agency lines in solving problems and issues related to the specific assignment. This employee works with considerable independence of action through problem solving, personal representation of managers or departments, and by preparing detailed reports and correspondence, providing information, receiving and responding to complaints and performing other customer service work. It is critical that this employee displays and promotes a positive attitude and possesses a professional demeanor and appearance. This employee works under the general supervision of the Row Officer or their designee.

EXAMPLES OF WORK: (Illustrative Only)

- Solves problems by developing innovative, creative, cost effective and customer friendly solutions;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Arranges meetings and prepares correspondence;
- Works with management on issues and responds to telephone calls from a variety of individuals;
- Researches issues and questions received through the Row Office and prepares an appropriate response;
- Performs support functions such as filing, answering telephones and preparing a variety of letters, memoranda, reports, agreements, documents, publications and other such material;
- Provides assistance in developing and implementing policies and procedures;
- Attends meetings and provides support and administrative assistance when needed;
- Presents information to outside groups;
- May supervise staff;
- Utilizes a variety of miscellaneous software programs;
- Acts as a liaison with other departments, governmental units, private agencies and various citizens' groups in matters pertaining to the Row Offices;
- Maintains personnel attendance records and process payroll, payroll adjustments and change notices;
- Monitors the effectiveness of existing work schedules, policies and procedures and makes the necessary recommendations for change when needed;
- Coordinates the completion of performance evaluations;

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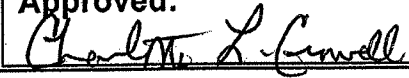
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CLASS SPECIFICATION

Date 04/01/07

Title: ROW OFFICE CONFIDENTIAL SECRETARY

Approved:



- Conducts varied research and surveys in customer satisfaction;
- Coordinates Return-to-Work appointments with Risk Management and FMLA liaison;
- Provides vendor assistance as needed;
- Provides Public Notary services for the Row Offices' customers as needed;
- Coordinates background checks with Human Resources for title searchers and seasonal employees;
- Completes special projects as assigned;
- Operates a data processing terminal, personal computer and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Thorough knowledge of office practices and procedures, business English, spelling and business mathematics; good knowledge of the operations, functions and scope of authority of County government Row Offices as related to the handling and disposition of complaints and requests for information; ability to identify problems, to troubleshoot issues and to coordinate reliable and accurate information for the customers of the County; demonstrated skill and proficiency in the use of a variety of software programs; ability to immediately be productive while operating word processing equipment, a personal computer, a data processing terminal and other related equipment; ability to supervise subordinates; ability to establish and maintain effective working relationships with coworkers, associates, government officials, agencies, private organizations and the public and to promote an ongoing attitude of dedication to excellent customer service; ability to maintain confidentiality in all aspects of the work; ability to analyze complex data, draw valid conclusions and to make reliable recommendations; creativity; ability to communicate courteously and effectively, both verbally and in writing; ability to make effective presentations before groups; ability to pass a Class III physical examination.

ACCEPTABLE EXPERIENCE AND TRAINING: At least five years experience in performing administrative and support work of a progressively responsible nature, one year of which shall have been working with current word processing software, and possession of an Associate's Degree from an accredited college or university with major course work in business administration or related field; or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

HISTORY OF REVISIONS:

Established: 04/01/07