

Benchmark Title**SECRETARY****Job Summary**

Provides a variety of secretarial, reception and clerical assistance in an office; prepares correspondence, reports and other documents; maintains a variety of financial and other records, files and related filing systems.

Key Duties and Responsibilities

1. Provides word processing, data input and typing support such as correspondence, meeting minutes, forms, client information; updates databases and sends reports as required; drafts routine correspondence such as thank you letters, client appointment letters and internal memoranda.
2. Prepares, updates and prints program brochures using a software package. Ensures supplies of up-to-date handouts and resource materials are available.
3. Arranges meetings, schedules appointments and makes travel arrangements; books rooms for meetings. Prepares agendas and takes minutes at meetings as required.
4. Answers telephone and in-person inquiries; routes to appropriate staff members if required. Sorts and distributes incoming mail and processes outgoing mail; operates a variety of office equipment such as computers, printers, copiers, facsimile equipment.
5. Maintains a variety of financial records such as petty cash fund, purchase orders and cheque requisitions.
6. Performs other support duties related to program areas such as providing information to clients or visitors, assisting with intake and client tracking, checking program requirement documentation for accuracy and completeness; compiles data and produces reports and statistics as required.
7. Maintains and updates the organization's files and filing systems.
8. Orders office and janitorial supplies; negotiates purchase price as required.
9. Performs other related duties as required.

Qualifications*Education and Knowledge*

Grade 12, plus related post secondary courses in secretarial training or office procedures.

Training and Experience

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Secretary

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires Grade 12 plus post secondary courses in secretarial training or office procedures	3	56
2	Training and Experience – Requires up to 1 year recent related experience	3	75
3	Physical Demands – Often performs production keyboarding to type correspondence, produce reports and enter data	5	35
4	Concentration – Often focuses on source documents for word processing and data entry	4	33
5	Independence – Guided by specific procedures, selects amongst courses of action to complete assignments using previous instruction to provide secretarial support such as draft routine correspondence, arrange meetings and travel and maintain the organization's filing system	3	43
6	Judgement – Judgement required to recognize known differences in client or staff request or inquiries and determine the priority of tasks to provide secretarial support such as draft routine correspondence, arrange meetings and travel and maintain the organization's filing system	3	43
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Errors may result in minor confusion, which is quickly discernible and results in minimal delay or expense to correct such as contacting the wrong person or a wrong meeting time	2	29
9	Communication – Clarifies factual information and settles requests when booking meetings or making travel arrangements	2	29
10	Care of Individuals – Little or no responsibility	1	10
11	Environment/Working Conditions – Sometimes faced with multiple demands with time pressures to finish specific job tasks such as balancing schedules, dealing with interruptions and managing competing deadlines	4	33
Total Points			406