

# POSITION DESCRIPTION

AGENCY/DEPT ID  
Department of Administrative Services  
DAS302225

DIVISION OR INSTITUTION  
Human Resources Division

UNIT OR OFFICE  
HCM & Agency HR Support  
Front Desk

COUNTY OF EMPLOYMENT  
Franklin

POSITION NUMBER  
20005898

Reclassification       New Position       Update

Position Hyperlinked to   
Agency Organizational Tree

USUAL WORKING TITLE OF POSITION  
Secretary

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
20005914 Management Analyst Supervisor 1

Permanent  
 Temporary  
 Intermittent

Classified  
 Unclassified  
 Essential

Overtime:  Eligible     Exempt  
If FLSA Exempt, exemption type:

Bargaining Unit 09  
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NORMAL WORKING HOURS (Explain unusual or rotating shift):  
FROM: 8:00 A.M. TO: 5:00 P.M.

## JOB DESCRIPTION AND WORKER CHARACTERISTICS

| %  | Job Duties in Order of Importance  | Knowledge, Skills & Abilities  |
|----|--|--|
| 55 | Greet applicants & visitors, check ID's & credentials of visitors; provides information to routine questions of a general nature; directs visitors to the appropriate professional staff who can handle the customer's needs or questions; answers telephone, transfers calls & takes messages; updates reception area bulletin board on a daily basis; maintains supplies (i.e., application forms, envelopes, letterhead, brochures); orders supplies as needed; ensures the lobby rack is supplied with current bulletins; processes U.S. & inter-office mail; opens, time stamps & distributes mail to mailboxes & Human Resources Analyst cubicles for processing; initiates equipment repair requests. | Knowledge of: (1) agency regulations, policies & procedures*; (2) office practices & procedures; (3) public relations. Skill in: (4) use of personal computer & related hardware/software, calculator, date stamp machine. Ability to: (5) add, subtract, multiply & divide; (6) deal with problems involving several variables within familiar context; (7) read, copy & record figures; (8) read short sentences with concrete vocabulary; (9) copy records precisely without error; (10) arrange items in numerical or alphabetical order; (11) sort items into categories according to established methods; (12) check pairs of items that are similar or dissimilar; (13) assess questions & provide appropriate information or referral; (14) follow directions. |
| 35 | Provides secretarial support to operational, technical, & managerial staff for Human Resources Support Units; routinely uses software & associated equipment (i.e., word processing packages, spreadsheets, databases & graphic packages) to produce correspondence, forms, reports, & graphs from handwritten copy & rough computer-based files; runs photo & computer printer copies; edits testing announcements, schedules, calendars from templates; extracts data & records from TRAC (Transactional Records Access Clearinghouse) program to produce reports & summaries for managers.  | Knowledge of: 1*; 2. Skill in: 4. Ability to: 7; 8; 9; 10; 11; 12.   |
| 10 | Performs other duties as assigned (i.e., assists with mass mailings; runs errands & assists with special projects).  | Knowledge of: 2. Skill in: 4. Ability to: 7; 8; 9; 10; 11.<br><br>*developed after employment  |

JOB CODE TITLE  
Secretary

JOB CODE  
ADM 2-109 Ukes  
12551

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*Ann M. Atwood* 6/16/09