

**Franklin County Board of Commissioners
Classification Specification & Job Description**

<u>CLASSIFICATION TITLE:</u> Secretary 1	<u>CLASS NUMBER:</u> 10153	<u>FLSA:</u> Non-Exempt
<u>AGENCY/DIVISION:</u> Department of Job & Family Services - Northland	<u>JOB TYPE:</u> Full Time, Classified	<u>PROBATION PERIOD:</u> New Hire: 180 Days Promotion: 120 Days
<u>BARGAINING UNIT:</u> OCSEA	<u>PAY GRADE:</u> O3	<u>POSITION CONTROL #:</u> Varies
<u>POSITION LOCATION:</u> 1721 Northland Park Ave, Columbus, OH 43229	<u>TYPICAL WORK SCHEDULE:</u> Monday – Friday 8:00 AM – 5:00 PM	<u>SUPERVISOR (PCN):</u> Center Director (Varies)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u>		

CLASSIFICATION PURPOSE:

The primary purpose of the Secretary 1 classification is to provide secretarial and clerical support to the administrator and assist customers with questions or complaints.

JOB DUTIES:

Relieve administrator of routine administrative tasks. Receive telephone inquiries from applicants/customers, other agencies, and the general public. Screen all phone calls, answer routine questions, and delegate to appropriate area based on customer need and intensity of situation. Is capable of defusing hostile situation. Verify customer information and case assignment. Draft, proof, and type correspondence such as meeting minutes, memorandums, reports, confidential personnel documents, and general correspondence to customers, ODJFS, and/or the general public. Gather report statistics and assists in preparation of reports. Coordinate daily office workflow. Maintain inventory of general office supplies. Act as receptionist.

Perform clerical tasks including typing and ordering of business cards and office supplies. Scan documents, faxes, and makes copies. Open and distributes mail. Type monthly roster and distribute to agency and other organizations. Provide technical assistance to other staff, as needed. Make appointments for the administrator. Schedule meetings and advises participants of the nature of the meetings. Collect and maintain area masterwork schedule. Attend meetings, individual conferences, and training sessions. Participate in special projects. May assist other units to eradicate backlogs and provide staff coverage. Maintain regular and predictable attendance.

These duties are illustrative only and you may perform some or all of these duties or other job-related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of office practices and procedures; agency policy and procedures. Skill in dictation; word processing; equipment operations. Ability to apply principles to solve practical, everyday problems; calculate fractions, decimals and percentages; maintain accurate records; screen mail; prepare meaningful, concise and accurate reports; gather, collate and classify information about data, people or things; cooperate with co-workers on group projects; answer routine telephone inquiries from public; handle sensitive inquiries from and contacts with staff, clients and general public.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High school diploma or equivalent with one (1) year of clerical or secretarial experience; or any equivalent combination of training and experience.

Additional Requirements

Must meet background check requirements.

Supervisory Responsibilities

None required.

UNUSUAL WORKING CONDITIONS:

N/A

Acknowledgement of Receipt:

I acknowledge that I have received a copy of my position description and can perform the essential functions of the job duties as described in the position description.

Employee Name

Employee Signature

Date