

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

EXECUTIVE SECRETARY SERIES

<u>CLASS TITLE</u>	<u>POSITION CODE</u>
EXECUTIVE SECRETARY I	14031
EXECUTIVE SECRETARY II	14032
EXECUTIVE SECRETARY III	14033

Effective: 06/01/2015

SERIES DISCUSSION:

The Executive Secretary series encompasses positions which assist program managers by performing supportive services necessary to program coordination. Executive Secretaries primarily perform secretarial functions for an individual position, but in some cases may also perform such functions for a group. The Executive Secretary series is distinguished from other secretarial, business, or office occupations by the nature and scope of position responsibilities. Such responsibilities are supportive to an agency, board, or commission program (hereafter called agency program) through the performance of assistive functions for the program manager. To be included in this series, a position must be the principal secretarial support position in the office, operating independently of other clerical or administrative support positions. Because the Executive Secretary serves as the principal secretarial assistant to the head of the organizational unit, there typically is only one Executive Secretary incumbent in each organizational unit. The Executive Secretary series may encompass positions which serve as line supervisors of secretarial or clerical positions. However, positions which coordinate correspondence, records and carry out other supportive or secretarial activities for professional staff that lack responsibility for major agency programs or sub-programs are encompassed by other classes.

Positions in this series are responsible for correspondence and schedule management, budget or accounting functions, information and records management, organization of rules, policies, and program information, and for representing the program manager(s) through oral and written communication with the public, business representatives, and government officials. Some secretarial positions have coordinative program and/or paraprofessional program responsibility. Confidentiality in the performance of job duties, including knowledge of the content of personnel evaluations, grievance decisions, strike plans, program policy, procedures or organizational recommendations, legal matters and comparable highly sensitive and confidential information is characteristic of Executive Secretarial positions.

Secretarial duties performed by Executive Secretaries include composing and keyboarding correspondence and other documents, answering the phone, greeting office visitors, organizing the supervisor's schedule, making travel reservations and maintaining office files and records. Secretarial duties also include taking and transcribing dictation, and often require the operation of a personal computer and other office equipment.

SERIES DISCUSSION (Continued):

A secretary is required to keep abreast of new developments in office practices and remain informed on the supervisor's areas of responsibility in order to effectively communicate with persons in contact with the supervisor. Some Executive Secretaries may engage in coordinative functions which require administrative ability in coordinating a component program responsibility of the superior, the ability to interpret and explain the program to others and successfully achieve objectives. Such program coordinative responsibilities, in addition to high-level secretarial functions, constitute the elements of the administrative secretary.

The scope and complexity of program responsibility assigned to the Executive Secretary's supervisor are also factors in determining the appropriate allocation of a position. Because Executive Secretary positions perform assistive functions for program management, the scope and complexity of that program have an impact on the degree of responsibility which may reasonably be delegated to the Executive Secretary. The scope and complexity of an agency program manager's responsibility, characterized in this standard by the size and number of programs and the size of the agency are explained as follows: The manager of a major program (bureau manager) typically directs a single agency-wide program for a large agency or multiple agency-wide programs for a small agency and reports to the agency director or assistant director. The manager of a medium program (division manager) typically directs one large or multiple small agency programs which are sub-programs of major programs, serves as a facility manager, or directs a program or programs with comparable scope and responsibility. The manager of a small program (small division or large section manager) typically directs a program or programs which are sub-programs of medium programs, or comparable in scope and responsibility.

EXECUTIVE SECRETARY I

POSITION CODE: 14031

DISTINGUISHING FEATURES OF WORK:

Under direction, performs administrative secretarial work for the manager of an agency's small program; or performs secretarial work for the manager of an agency's medium program; prepares and/or keyboards documents which have an impact on program policies and procedures as well as collective bargaining issues; may supervise staff engaged in lower level office support functions.

ILLUSTRATIVE EXAMPLES OF WORK:

1. As secretary to a major division manager, receives, screens, and routes mail; composes replies to routine correspondence and requests for materials; keyboards correspondence, memoranda, reports and other material from handwritten hard copy, prerecorded or oral dictation; assures correctness of form, grammar, spelling and punctuation; as instructed, signs the program manager's name to letters, reports, vouchers, etc.; may certify documents signed by others with public notary seal; establishes and maintains hard copy or computer files; maintains timekeeping, petty cash fund, and similar records; receives visitors, answers phones, relays messages and represents the manager through routine oral and written contact with other government officials, businesses and the general public; maintains manager's schedule, schedules meetings and coordinates agenda; attends meetings and takes and transcribes minutes; makes travel reservations.
2. As an administrative secretary to a manager of a small division, large section or equivalent office (e.g., Area, Region, District, Zone), conducts special projects and studies by gathering data, coordinating, monitoring and completing assigned projects; analyzes and interprets data and prepares reports; assists in budget projection and control; allocates appropriated funds; confers with other government office representatives, businesses and the general public, providing information concerning rules, regulations, methods, procedures, proper submission of documents and provisions of statutes relating to the manager's program responsibility; makes independent decisions requiring knowledge of rules and interpretation of manager's policies concerning various programs; coordinates work flow to and from the manager's office, working with those subordinate to the manager to assure proper and timely completion of work, advising the manager of significant problems and notifying staff of changes or revisions; performs secretarial functions for the program manager such as composing, transcribing and keyboarding correspondence, maintaining files and making travel arrangements.
3. Performs confidential secretarial functions for the manager and/or other professional staff; keyboards legal documents, contracts, plans for changes in organizational structure, program policy or procedural recommendations, management reports, grievance decisions, strike plans, personnel evaluations and other documents having an impact on collective bargaining issues; exercises independent judgment in interpreting and releasing such information; assures security of files.

EXECUTIVE SECRETARY I (Continued)

4. Directs or coordinates activities of office support staff; as a lead worker, assigns and reviews work of office support staff, providing guidance and direction and monitoring completion of performance objectives; or, as a line supervisor, directs work activities, evaluates work performance, prepares and signs performance evaluations and related documents and adjusts grievances; or as a coordinator, serves as a resource to other office staff, providing guidance and direction, resolving the more complex or technical problems and monitoring special project activities.
5. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of two years of secretarial or business college and one year of secretarial experience or completion of high school and three years of secretarial experience.

Qualifying state employees in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency in lieu of the stated requirements for this classification.

Knowledge, Skills and Abilities

Requires working knowledge of agency programs, rules and regulations.

May require working knowledge of bookkeeping and budgetary principles and practices.

May require working knowledge of personnel and labor relations policies and practices.

May require working knowledge of statistical analysis.

Requires extensive knowledge of principles of office management.

Requires extensive knowledge of manual and automated office equipment.

Requires extensive knowledge of arithmetic computations.

Requires extensive knowledge of composition, grammar, spelling and punctuation.

May require extensive knowledge of computer program applications.

Requires skill in keyboarding accurately.

May require skill in taking dictation accurately.

Requires ability to establish and develop written instructions and procedures.

Requires ability to apply human relations skills in interaction with management, representatives of government and private industry and the public.

Requires ability to communicate clearly and effectively both orally and in writing.

May require ability to instruct, guide and train others.

May require licensure as a notary public.

May require possession of an appropriate valid driver's license.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.

EXECUTIVE SECRETARY II

POSITION CODE: 14032

DISTINGUISHING FEATURES OF WORK:

Under general direction, performs administrative secretarial work for the manager of an agency's medium program; or performs secretarial work for the manager of an agency's major program; prepares and/or keyboards documents which have an impact on program policies and procedures as well as collective bargaining issues; may supervise staff engaged in lower level office support functions.

ILLUSTRATIVE EXAMPLES OF WORK:

1. As secretary for a major bureau manager, receives, screens and routes mail; composes replies to routine correspondence and requests for materials; keyboards correspondence, memoranda, reports and other material from handwritten hard copy, prerecorded or oral dictation; assures correctness of form, grammar, spelling, and punctuation; as instructed, signs the program manager's name to letters, reports, vouchers, etc.; may certify documents signed by others with public notary seal; establishes and maintains hard copy or computer files; maintains timekeeping, petty cash fund and similar records; receives visitors, answers phones, relays messages and represents the manager through routine oral and written contact with other government officials, businesses and the general public; maintains manager's schedule, schedules meetings and coordinates agenda; attends meetings and takes and transcribes minutes; makes travel reservations.
2. As administrative secretary to a major division manager, conducts special projects and studies by gathering data, coordinating, monitoring and completing assigned projects; analyzes and interprets data and prepares reports; assists in budget projection and control; allocates appropriated funds; confers with other government office representatives, businesses and the general public, providing information concerning rules, regulations, methods, procedures, proper submission of documents and provisions of statutes relating to the manager's program responsibility; makes independent decisions requiring knowledge of rules and interpretation of manager's policies concerning various programs; coordinates work flow to and from the manager's office, working with those subordinate to the manager to assure proper and timely completion of work, advising the manager of significant problems and notifying staff of changes or revisions; performs secretarial functions for the program manager such as composing, transcribing and keyboarding correspondence, maintaining files and making travel arrangements.
3. Performs confidential secretarial functions for the manager and/or other professional staff; keyboards legal documents, contracts, plans for changes in organizational structure, program policy or procedural recommendations, management reports, grievance decisions, strike plans, personnel evaluations and other documents having an impact on collective bargaining issues; exercises independent judgment in interpreting and releasing such information; assures security of files.

EXECUTIVE SECRETARY II (Continued)

4. Directs or coordinates activities of office support staff; as a lead worker, assigns and reviews work of office support staff, providing guidance and direction and monitoring completion of performance objectives; or, as a line supervisor, directs work activities, evaluates work performance, prepares and signs performance evaluations and related documents and adjusts grievances; or as a coordinator, serves as a resource to other office staff, providing guidance and direction, resolving the more complex or technical problems and monitoring special project activities.
5. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of two years of secretarial or business college and two years of secretarial experience or completion of high school and four years of secretarial experience.

Qualifying state employees in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency in lieu of the stated requirements for this classification.

Knowledge, Skills and Abilities

Requires working knowledge of agency programs, rules and regulations.

May require working knowledge of bookkeeping and budgetary principles and practices.

May require working knowledge of personnel and labor relations policies and practices.

May require working knowledge of statistical analysis.

Requires thorough knowledge of the principles of office management.

Requires thorough knowledge of manual and automated office equipment.

Requires thorough knowledge of composition, grammar, spelling, and punctuation.

Requires thorough knowledge of arithmetic computations.

May require extensive knowledge of computer program applications.

Requires skill in keyboarding accurately.

May require skill in taking dictation accurately.

May require ability to instruct, guide and train others.

Requires ability to establish and develop written instructions and procedures.

Requires ability to apply human relations skills in interaction with management, representatives of government and private industry and the public.

Requires ability to communicate clearly and effectively both orally and in writing.

May require licensure as a notary public.

May require possession of an appropriate valid driver's license.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.

EXECUTIVE SECRETARY III

POSITION CODE: 14033

DISTINGUISHING FEATURES OF WORK:

Subject to management approval, performs administrative secretarial work for the manager of an agency's major program; or performs secretarial work for an agency director; prepares and/or keyboards documents which have an impact on program policies and procedures as well as collective bargaining issues; may supervise staff engaged in lower level office support functions.

ILLUSTRATIVE EXAMPLES OF WORK:

1. As secretary to the agency director, receives, screens and routes mail; composes replies to routine correspondence and requests for materials; keyboards correspondence, memoranda, reports and other material from handwritten hard copy, prerecorded or oral dictation; assures correctness of form, grammar, spelling and punctuation; as instructed, signs the program manager's name to letters, reports, vouchers, etc.; may certify documents signed by others with public notary seal; establishes and maintains hard copy or computer files; maintains timekeeping, petty cash fund and similar records; receives visitors, answers phones, relays messages and represents the manager through routine oral and written contact with other government officials, businesses and the general public; maintains manager's schedule, schedules meetings and coordinates agenda; attends meetings and takes and transcribes minutes; makes travel reservations.
2. As an administrative secretary to a major bureau manager, conducts special projects and studies by gathering data, coordinating, monitoring and completing assigned projects; analyzes and interprets data and prepares reports; assists in budget projection and control; allocates appropriated funds; confers with other government office representatives, businesses and the general public, providing information concerning rules, regulations, methods, procedures, proper submission of documents and provisions of statutes relating to the manager's program responsibility; makes independent decisions requiring knowledge of rules and interpretation of manager's policies concerning various programs; coordinates work flow to and from the manager's office, working with those subordinate to the manager to assure proper and timely completion of work, advising the manager of significant problems and notifying staff of changes or revisions; performs secretarial functions for the program manager such as composing, transcribing and keyboarding correspondence, maintaining files and making travel arrangements.
3. Performs confidential secretarial functions for the manager and/or other professional staff; keyboards legal documents, contracts, plans for changes in organizational structure, program policy or procedural recommendations, management reports, grievance decisions, strike plans, personnel evaluations and other documents having an impact on collective bargaining issues; exercises independent judgment in interpreting and releasing such information; assures security of files.

EXECUTIVE SECRETARY III (Continued)

4. Directs or coordinates activities of office support staff; as a lead worker, assigns and reviews work of office support staff, providing guidance and direction and monitoring completion of performance objectives; or, as a line supervisor, directs work activities, evaluates work performance, prepares and signs performance evaluations and related documents and adjusts grievances; or as a coordinator, serves as a resource to other office staff, providing guidance and direction, resolving the more complex or technical problems and monitoring special project activities.
5. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of two years of secretarial or business college and three years of secretarial experience or completion of high school and five years of secretarial experience.

Knowledge, Skills and Abilities

Requires working knowledge of agency programs, rules and regulations.

May require working knowledge of bookkeeping and budgetary principles and practices.

May require working knowledge of personnel and labor relations policies and practices.

May require working knowledge of statistical analysis.

Requires thorough knowledge of the principles of office management.

Requires thorough knowledge of manual and automated office equipment.

Requires thorough knowledge of arithmetic computations.

Requires thorough knowledge of composition, grammar, spelling and punctuation.

May require extensive knowledge of computer program applications.

Requires skill in keyboarding accurately.

May require skill in taking dictation accurately.

May require ability to instruct, guide and train others.

Requires ability to establish and develop written instructions and procedures.

Requires ability to apply human relations skills in interaction with management, officials of government and private industry and the public.

Requires ability to communicate clearly and effectively both orally and in writing.

May require licensure as a notary public.

May require possession of an appropriate valid driver's license.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.