



## SECRETARY II

Department /Program: All  
Reports To: Director / Supervisor  
Salary/Hourly Range: 25  
FLSA Status: NON-EXEMPT; Full-Time, Part-Time, Temporary

VALID DRIVER'S LICENSE REQUIRED  
PD Revised: 1/5/2017

### INTRODUCTION

This position is responsible for the efficient and effective performance of second level secretarial tasks, including effective public relations, maintaining appointments, screening calls/visitors, and independently handling routine correspondence and informal requests.

### KEY DUTIES AND RESPONSIBILITIES

(The following examples of duties are intended to be illustrative only and are not intended to be all inclusive or restrictive.)

1. Politely greets visitors and telephone callers; ascertains their nature & purpose of visit; assists customers by providing information about the office, functions & activities, policies & procedures, office staff, etc.; when appropriate, responds to and resolves complaints & issues, refers more difficult & complex matters to supervisor or appropriate office personnel for resolution; and provides a high level of customer service.
2. Receives, logs-in and routes in-coming mail to appropriate staff, attaches necessary files or material in order to effect prompt responses; responds to inquires of simple routine general matter on behalf of the supervisor or staff.
3. Composes/prepares routine correspondence, i.e., reports, letters, memos, forms, charts, etc., for review & signature by supervisor or staff; verifies & reviews material for completeness & conformance with established regulations & procedures; processes requisitions for purchases, payroll timesheets, travel authorizations, related expense claims or any other procedural forms required by the office; monitors renewal dates for memberships, subscriptions, purchase agreements, professional service contracts, etc.
4. Assists in the development and preparation of office budgets & budget amendments/modifications; maintains a cuff account system to track & monitor expenditures, posts transactions to the cuff account system each time a requisition is processed or invoice is paid; and provides weekly cuff account balance report to the supervisor for review.
5. Establishes and maintains an effective & efficient records management system; responsible for proper filing & retrieval of documents pertinent to office operations & clientele; handles confidential & sensitive information/data in accordance with established policies & procedures.
6. Maintains office calendar/appointments; reminds supervisor and staff of upcoming appointments; attends meetings, conferences, workshops, etc.; participates in planning of the meetings, assists with making arrangements, i.e., preparing agenda packets & notices, scheduling events, securing facilities, acquiring needed supplies & materials, contacting targeted participants, etc.; takes & transcribes meeting minutes, discussions, etc., as necessary.
7. Performs other duties as assigned and authorized to achieve program/office goals and objectives.

### PERSONAL CONTACTS

Contacts are with employees within/outside the immediate work area, personnel of other agencies, public & private sector businesses/organizations and the general public.

### PHYSICAL EFFORT & ENVIRONMENTAL FACTORS

The work is sedentary and performed in a standard office environment requiring normal safety precautions typical of office/meeting rooms and working around office machines/equipment.

## **MINIMUM QUALIFICATIONS**

### 1. Required Education, Training and Experience:

Education: High School Diploma or GED Certificate;

AND

Experience: Four (4) year's work experience in a professional office environment performing similar duties;

OR

Any equivalent combination of Education, Training and Experience which demonstrates the ability to perform the duties of the position.

### 2. Required Knowledge, Skills and Abilities:

#### Knowledge:

- Knowledge of tribal governmental organizations, administration and management practices;
- Knowledge of office management principles, practices and methods;
- Knowledge of records management and practices;
- Knowledge of good customer service principles and practices.

#### Skills:

- Skill in verbal and written communications;
- Skill in effective records management;
- Skill in prioritizing multiple tasks/projects.

#### Abilities:

- Ability to operate modern office equipment/machines and applicable computer software;
- Ability to work independently and exercise sound judgement;
- Ability to coordinate and handle a variety of administrative functional responsibilities;
- Ability to deal professionally and effectively when carrying out functional responsibilities;
- Ability to establish and maintain a positive professional working relationship when in contact with others.

## **NECESSARY SPECIAL REQUIREMENTS**

1. Must possess an Arizona Driver's License and complete/pass the Hopi Tribe's Defensive Driving Course.
2. Must complete and pass the pre-employment screening which includes fingerprint and background investigation in accordance with Hopi Tribal policy.
3. Must not have been convicted of misdemeanors at the local, state or federal level within the past twelve (12) months of application.
4. Must be able to pass mandatory and random drug & alcohol screening.