

SECRETARY TO THE GENERAL MANAGER

This class specification indicates, in general terms, the type and level of work performed as well as the responsibilities of employees in this classification. The job functions described are not to be interpreted as being all-inclusive to any specific employee.

DEFINITION

Under direction, independently plans and coordinates the administrative support functions and services for the General Manager's Office; performs a wide variety of responsible, confidential, and complex administrative, technical, programmatic, and secretarial duties to relieve the General Manager and members of the Board of Directors of technical as well as general administrative details; participates in the development, implementation, and administration of administrative policies, procedures, and programs; prepares a variety of fiscal, administrative, and operational reports; serves as a liaison with OC San departments, other OC San staff, outside agencies, and the general public; and performs duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the General Manager. Exercises no direct supervision of staff.

CLASS CHARACTERISTICS

This classification is the fourth of four levels within the administrative support job series and is specifically assigned to the General Manager's Office. This classification performs a variety of administrative and confidential support work for the General Manager, Board of Directors, and associated staff. The work requires extensive public contact, the frequent use of tact, discretion, and independent judgment, knowledge of OC San activities, and the ability to conduct independent projects. Responsibilities may include guidance on programs and/or projects. Completed work is reviewed only from an overall standpoint in terms of feasibility, compatibility with other work, and/or effectiveness in meeting requirements and expected results. This class is distinguished from other office administrative classes in that the nature, scope, and diversity of responsibilities originating at an OC San-wide level requires a broader understanding of OC San functions and the capability of relieving OC San management staff of day-to-day administrative and coordinative duties.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

The following essential job functions are typical for this classification. Incumbents may not perform all of the listed job functions and/or may be required to perform additional or different job functions from those set forth below to address business needs and changing business practices.

- Performs a wide variety of responsible, confidential, and complex secretarial and administrative duties in support of the General Manager and/or Assistant General Manager; independently plans and coordinates administrative support functions and services; relieves executive management staff of general administrative work; provides back-up administrative support to members of the Board of Directors.
- Serves as primary contact and liaison between the General Manager's Office and other OC San departments and staff, the general public, and outside agencies and organizations; screens calls, visitors,

- and mail; receives, processes, and responds to public records requests, complaints, and other requests for information; researches and organizes information; coordinates resolution to problems and issues.
- Explains, interprets, and applies federal, state, and local laws, rules, and regulations, and department and County policies and procedures relevant to assigned area of responsibility.
 - Maintains and coordinates a calendar of activities, meetings, and various events for the General Manager, Assistant General Manager, and other staff; attends meetings and records notes and action items; follows up on action items on behalf of General Manager's Office.
 - Coordinates and processes staff travel arrangements; administers and maintains travel site; coordinates training and assists other staff in using the travel site; generates reports as needed.
 - Independently composes and formats a wide variety of reports, letters, memoranda, correspondence, contracts, agreements, Requests for Proposals, agenda items, statistical charts, and other documents and material; edits, revises, and proofreads materials for accuracy, completeness, compliance with department and OC San policies, as well as for format, grammar, punctuation, and spelling.
 - Verifies and reviews materials, applications, records, and reports for completeness and conformance with established regulations, policies, and procedures; applies applicable policies and procedures in determining completeness of applications, records, and reports.
 - Leads projects and independently conducts studies and research; collects, compiles, and reviews information from various sources on a variety of administrative and specialized topics related to the General Manager's Office and/or OC San-wide administrative support services; prepares spreadsheets and reports that present and interpret data, identifies alternatives, and makes and justifies recommendations; creates, formats, and revises charts, graphs, flowcharts, worksheets, booklets, brochures, and forms.
 - Directs the organization and maintenance of accurate and detailed databases, files, and records including highly sensitive files; verifies accuracy of information, researches discrepancies, and records information; ensures compliance with established records management schedules.
 - Prepares and processes a variety of confidential and/or highly sensitive reports, forms, and records; develops and revises forms and report and correspondence formats as required.
 - Performs a variety of general bookkeeping and clerical accounting duties and responsibilities involved in financial record keeping and reporting for assigned area; maintains a variety of accounting records, logs, and files; verifies, balances, and adjusts accounting records.
 - Coordinates office support processes and workflow; assists executive management in developing and standardizing office procedures and methods to continuously monitor the efficiency and effectiveness of services provided; identifies and recommends improvements in workflow, procedures, and use of resources, systems, and forms to assigned supervisor.
 - Ensures that all required supplies are available as needed and that the facility and equipment are in proper working order; maintains and orders supplies; prepares purchase requisitions; receives invoices and checks for accuracy; processes payments.
 - Ensures safety and health procedures and precautions are adhered to, corrects unsafe work conditions/practices, and/or reports unsafe work conditions/practices to assigned supervisory or managerial staff.
 - Performs duties as assigned.

QUALIFICATIONS

Knowledge of:

- Applicable federal, state, and local laws, codes, and ordinances relevant to the area(s) of responsibility.
- Operations, services, programs policies, procedures, processes, functions, and activities of senior and/or executive-level management.
- The complexities associated with management and administration of office operations for senior and/or executive-level management.

- Organization and function of public agencies, including the role of an appointed Board of Directors and related committees.
- Modern office administrative and secretarial practices, methods, and procedures.
- Principles and techniques of research, data collection, and report preparation.
- Business correspondence writing and the standard format for reports, correspondence, agendas, minutes, and related documents.
- Methods of preparing and processing various records, reports, forms, and other documents.
- Record keeping principles and procedures.
- Basic bookkeeping practices.
- Business mathematics and basic statistical techniques.
- Techniques for effectively representing OC San in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Current equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Perform responsible and difficult administrative and confidential secretarial support duties in support of the General Manager's Office involving the use of independent judgment and personal initiative and resourcefulness.
- Review situations accurately and make decisions and/or direct appropriate course of action using judgment according to established policies and procedures.
- Understand the organization and operation of OC San and of outside agencies as necessary to assume assigned responsibilities.
- Research, compile, and interpret a variety of information and make appropriate recommendations.
- Independently prepare and compose a variety of documents, reports, forms, and correspondence and participate in the preparation of a variety of administrative and financial reports.
- Organize and maintain calendar information.
- Perform arithmetic and statistical computations accurately.
- Direct the establishment and maintenance of a variety of filing, recordkeeping, and tracking systems.
- Maintain confidentiality and be discreet in handling and processing confidential information and data.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Comply with safe work practices and procedures in the workplace.
- Provide a high level of customer service by effectively dealing with the public, vendors, contractors, and OC San staff.
- Effectively use computer systems, software applications relevant to work performed and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Employment Standards:

Any combination of education and experience that provides the required knowledge, skills, and abilities may be qualifying as determined by OC San.

1. Associate's degree from a college or university accredited by the U.S. Department of Education with major coursework in office management, business or public administration, or a related field.
2. Six (6) years of work experience in administrative/secretarial work in support of senior or executive management, public officials, boards, and/or commissions.

Licenses and/or Certifications:

None

Disaster Service Workers:

All Orange County Sanitation District employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with the Orange County Sanitation District requires the affirmation of a loyalty oath to this effect. Employees are required to complete all related training as assigned, and to return to work as ordered in the event of an emergency.

PHYSICAL DEMANDS

- Mobility to work in a standard office setting and use standard office equipment, including a computer; this is primarily a sedentary office classification although standing in work areas and walking between work areas may be required; occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information; ability to lift, carry, push, and pull materials and objects up to 35 pounds.
- Vision to read printed materials and a computer screen.
- Hearing and speech to communicate in person and over the telephone.
- Finger dexterity to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.

ENVIRONMENTAL ELEMENTS

- Office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.
- Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

OTHER REQUIREMENTS

- May be required to work extended hours, including evenings, weekends, and holidays when necessary.
- Probationary Period: All OC San employees, except classifications considered "at-will", are subject to the probationary period provisions as specified in the applicable Memorandum of Understanding, policies, and/or resolutions. Employees who have not yet successfully completed their initial probationary period serve "at-will" and may be released from employment without cause or recourse to any appeal or grievance procedures.
- Pre-Employment: All employment offers are contingent upon successful completion of OC San's pre-employment process, which includes a background investigation, a physical examination, and a drug screen.
- Work Location Assignment: Employees will be assigned to a work location based on business needs which may be located at any/all of OC San locations; this work location may be changed at any time.