



# New Mexico State Personnel Office

2600 Cerrillos Road  
Santa Fe, New Mexico 87505-0127

## Classification Description

### SECRETARIES, EXCEPT LEGAL, MEDICAL, AND EXECUTIVE

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
Secretary, Xcpt Legal, Medical, & Exec-B	R6014B	35	
Secretary, Xcpt Legal, Medical, & Exec-O	R6014O	40	
Secretary, Xcpt Legal, Medical, & Exec-A	R6014A	45	

*\*In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

#### Occupation Description

Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers.

#### Nature of Work

Secretaries and administrative assistants perform a variety of administrative and clerical duties necessary to run an organization efficiently. They serve as information and communication managers for an office; plan and schedule meetings and appointments; organize and maintain paper and electronic files; manage projects; conduct research; and disseminate information by using the telephone, mail services, Web sites, and e-mail. They may also handle travel and guest arrangements. Secretaries and administrative assistants use a variety of office equipment, such as fax machines, photocopiers, scanners, and videoconferencing and telephone systems. In addition, secretaries and administrative assistants often use computers to do tasks previously handled by managers and professionals; they create spreadsheets, compose correspondence, manage databases, and create presentations, reports, and documents using desktop publishing software and digital graphics. They may also negotiate with vendors, maintain and examine leased equipment, purchase supplies, manage areas such as stockrooms or corporate libraries, and retrieve data from various sources. In a number of organizations, secretaries and administrative assistants work in teams to work flexibly and share their expertise. Many secretaries and administrative assistants provide training and orientation for new staff, conduct research on the Internet, and operate and troubleshoot new office technologies.

#### Distinguishing Characteristics of Levels

*Note: Examples of Work are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.*

#### Basic

- Employees in this Role perform limited secretarial duties such as typing, word processing, office reception, filing, copying, mail routing, preparing correspondence and faxing.
- Employees provide information to callers and visitors and assist with scheduling and special events or projects.

## SECRETARIES, EXCEPT LEGAL, MEDICAL, AND EXECUTIVE

### **Recommended Education and Experience for Full Performance**

High School diploma or GED and one (1) year of related experience in office administration.

### **Minimum Qualifications**

High School diploma or GED.

### **Operational**

- Employees in this Role independently perform a variety of secretarial duties necessary to run an organization effectively.
- Employees serve as an information clearing house for an office; schedule appointments; organize and maintain paper and electronic files; compose and prepare correspondence; handle travel and meeting arrangements; and utilize computers to run spreadsheets, perform word processing, and database management.

### **Recommended Education and Experience for Full Performance**

High School diploma or GED and one and a half (1.5) years of related experience in office administration.

### **Minimum Qualifications**

High School diploma or GED and three (3) months of related experience in office administration.

### **Advanced**

- Employees in this Role may train other staff or work as part of a project management team with managers and other professionals.
- Employees conduct research, troubleshoot office systems or procedures for efficiency and accuracy; perform specialized clerical tasks relating to databases, desktop publishing, graphics, and internet search processes.

### **Recommended Education and Experience for Full Performance**

High School diploma or GED and two (2) years of related experience in office administration.

### **Minimum Qualifications**

High School diploma or GED and six (6) months of related experience in office administration.

### **Knowledge and Skills**

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### **Knowledge**

**Clerical** — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

**Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

**English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

## SECRETARIES, EXCEPT LEGAL, MEDICAL, AND EXECUTIVE

**Computers and Electronics** — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

**Administration and Management** — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

### Skills

**Speaking** — Talking to others to convey information effectively.

**Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

**Time Management** — Managing one's own time and the time of others.

**Service Orientation** — Actively looking for ways to help people.

**Writing** — Communicating effectively in writing as appropriate for the needs of the audience.

**Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

**Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.

**Coordination** — Adjusting actions in relation to others' actions.

**Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do.

**Active Learning** — Understanding the implications of new information for both current and future problem-solving and decision-making.

**Statutory Requirements:** N/A

**Conditions of Employment:** Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

**Default FLSA Status:** Non-Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

**Bargaining Unit:** This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

**Established:** 07/07/2001

**Revised:** 09/20/2011

*\*Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation.*

*Note: Classification description subject to change. Please refer to the SPO website [www.spo.state.nm.us](http://www.spo.state.nm.us) to ensure this represents the most current copy of the description.*