

Executive Secretary I
Essential Task Ratings Results

Task #	Task Statement
1	Manage and maintain calendaring/scheduling system for various staff to facilitate departmental functions (e.g., meetings, travel).
2	Obtain visitor access by notifying the security office in order to ensure admittance into secured areas for meetings.
3	Prepare agendas and gather reference materials for meetings as directed by management.
4	Attend meetings to obtain/document information regarding updates to procedures and other current events within the department.
5	Compile, transcribe, and distribute meeting minutes utilizing various resources (e.g., departmental policies and procedures, personal computers, copier, e-mail, fax, communication skills) to ensure effective communication.
6	Reserve meeting rooms to facilitate departmental functions, ensuring logistics and equipment needs are met such as appropriate room size and accommodation needs (e.g., visitor access, projector, telephone, internet connection).
7	Prepare meeting materials (e.g., PowerPoint printouts, bulletins, memos, agendas, binders) to facilitate meeting processes.
8	Make travel arrangements and prepare and/or obtain detailed itineraries for various staff to facilitate departmental functions.
9	Prepare required documents in compliance with specific departmental travel policies to obtain approval for travel.
10	Process travel claims to ensure proper reimbursement of expenses incurred by staff.
11	Open, sort, and process (i.e., applying a time stamp, entering into tracking system) incoming correspondence (e.g., incoming mail, interoffice mail, memos, assignments, contracts, reports, faxes) to ensure proper record keeping and distribution to staff.

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12	Respond to correspondence/inquiries from both internal/external parties utilizing research techniques (i.e., reviewing notes, historical files, policies and procedures) to address/resolve issues and/or concerns.
13	Establish and maintain a tracking system for projects/assignments (e.g., contracts, authorizations, correspondence, reports) and follow-up to ensure deadlines are met.
14	Answer calls from internal/external parties to elicit information, transfer the call to appropriate staff, or resolve issue directly.
15	Maintain division contact list/organizational chart to assist with directing mail and phone calls to staff.
16	Maintain confidential and administrative files ensuring that sensitive material/information is kept in accordance with legal and departmental standards.
17	Develop/maintain account records management systems to ensure proper documents/history files are retained and accessible in compliance with departmental and/or Statewide policies.
19	Maintain storage area for contracts and files to ensure documents are organized and easily accessible upon request.
20	Scan/save documents into electronic database utilizing various resources to ensure accessibility.
21	Maintain electronic databases for contracts and files to ensure documents are organized and easily accessible upon request.
22	Process timesheets for staff to ensure accuracy (i.e., reviewing leave balances), inform management of inconsistencies, and obtain authorized signatures before sending to Human Resources in accordance with departmental standards.
23	Utilize office equipment (e.g., personal computers, faxes, copiers, calculators) in order to distribute information, complete work assignments, and prepare/process documents in compliance with laws, rules, regulations, and departmental policies and procedures.
24	Review outgoing correspondence prepared by staff members for completeness and accuracy (e.g., authorizing signatures, consistency, conformance with administrative policy, format, grammar, clerical errors) to ensure departmental standards are met.

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25	Prepare/draft correspondence (e.g., bulletins, management memos, contracts) for distribution to staff/public on a variety of issues to provide information/advisement.
26	Inform management and staff of urgent matters to ensure they are aware of emerging issues (i.e., emergency meetings, drills, due dates for contracts needing signature).
27	Screen visitors to address inquiries (i.e., conference room location, contact names, meeting time and requirements), provide customer service, and refer visitors to appropriate staff/department utilizing communication skills, personal knowledge/expertise, departmental policies and standard office procedures.
28	Train new support staff to ensure office operations are consistent and efficient.
29	Troubleshoot office equipment (e.g., copier, fax, printer) to resolve function errors (e.g., paper jam, ink/toner shortage) or call for servicing.
30	Assemble incoming/outgoing correspondence for management review and/or signature with appropriate background material attached for reference to determine type of response or to delegate to staff.
31	Maintain administrative files/manuals (e.g., memoranda, letters, reports, issues papers, Board Hearing Binders, Unit Responsibilities Binder) in order to ensure materials are available for future reference and that they comply with laws, rules, regulations, departmental policies and procedures.
32	Develop desk procedures in order to maintain office production, assist in training new staff on office protocol, and for standardization purposes.
33	Provide back-up coverage for various units within the department (e.g., Board Member Office, Executive Director's Office) to assist with temporary office support and to maintain office production.
34	Determine assignment of incoming projects from various sources (e.g., management, Board Members, Executive Director, taxpayers, State agencies) maintaining an extensive tracking system to ensure deadlines are met on all assignments.
35	Assist in the coordination of interviews (e.g., scheduling meeting rooms, confirming appointments, sending invitation/rejection letters) to support the hiring process.