

STATE OF NEW HAMPSHIRE HUMAN RESOURCES

CLASSIFICATION: SECRETARY II

Class Code: 8091-09

Date Established: 07-01-92

Occupational Code: 1-2-4

Date of Last Revision: 12-28-01

BASIC PURPOSE: To perform a variety of secretarial tasks and to ensure the accuracy of secretarial support activities for a specified organizational unit.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Provides general secretarial support, including typing, filing, answering telephones or scheduling appointments.
- Types form letters and prepares rough and final report narratives and tabulations.
- Receives and transcribes dictation to type letters, memoranda, forms, and other materials.
- Composes routine correspondence or memos as requested by supervisor.
- Maintains and catalogues materials for an organizational unit.
- Operates word processing and other related office equipment to input and retrieve a variety of data.
- Distributes workload and provides instructions to other clerical and secretarial staff.
- Provides information to the general public relating to agency procedures and policies.

DISTINGUISHING FACTORS:

Skill: Requires skill in applying instructions to accomplish different job functions OR in operating machines for a variety of different purposes.

Knowledge: Requires understanding and using business or trades vocabulary or basic arithmetic to perform standard operating procedures.

Impact: Requires responsibility for contributing to agency objectives by ensuring the accuracy of support activities within one or more organizational units. Errors at this level affect the work of others or have measurable monetary consequences, and require verification and correction in order to complete succeeding work operations.

Supervision: Requires partial supervision of other employees doing work which is related or similar to the supervisor, including assigning job duties, providing training, giving instructions and checking work.

Working Conditions: Requires performing regular job functions under good conditions in a safe working environment.

Physical Demands: Requires sedentary work, including continuous sitting or occasional standing and walking.

Communication: Requires explaining facts, interpreting situations, or advising individuals of alternative or appropriate courses of action. This level also requires interviewing or eliciting information from state employees or members of the general public.

Complexity: Requires a combination of job functions using minimal judgment to perform a variety of job tasks according to clearly prescribed standard practices and procedures.

Independent Action: Requires a range of choice in applying a number of technical or administrative policies under general direction and in making routine decisions or in recommending modifications in work procedures for approval by supervisor.

MINIMUM QUALIFICATIONS:

Education: Completion of high school, G.E.D. or its equivalent, including courses in office procedures, word processing or typing. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Two years' experience in a secretarial position, one year of which shall have been at the level of Secretary I or its equivalent.

License/Certification: None required.

SPECIAL REQUIREMENTS: For appointment consideration, Secretary II applicants must successfully participate in a written examination and straight copy typing exercise. These examinations measure possession of knowledge, skills and abilities identified as necessary for satisfactory job performance by this class specification.

RECOMMENDED WORK TRAITS: Knowledge of modern office equipment and methods of operation. Knowledge of business English, spelling, and arithmetic. Knowledge of office practices and procedures. Ability to type a variety of correspondence and statistical material and reports with speed and accuracy as well as transcribe dictation. Ability to maintain confidential information. Ability to maintain fiscal or departmental records. Ability to research records and prepare reports. Ability to work independently. Ability to assign, check and review work of other clerical employees. Ability to establish and maintain effective working relationships with other employees and the public. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

DISCLAIMER STATEMENT: This class specification is descriptive of general duties and is not intended to list every specific function of this class title.

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