

NO RTEC JOB SPECIFIC SKILLS COMPETENCY

SECRETARY (clerical)

DOT: 201.362-030 SVP 6

Job Description: Schedules appointments, gives information to callers, takes dictation, and otherwise relieves officials of clerical work and minor administrative and business detail. *Physical Demands* - Sedentary, occasional lifting, carrying, moving (up to 10 lbs.); *General Education Development* - R4 M3 L4; *Aptitudes* - Above average Verbal, Clerical Perception, Motor Coordination, Finger Dexterity —Average Numerical, Form Perception, and Manual Dexterity.

CORE SKILL COMPETENCIES/INDICATORS:

1. Can demonstrate proper procedure for opening, sorting and routing incoming mail and preparing outgoing mail. (S, IN)
2. Can demonstrate proper procedure for collecting and distributing documents, reports, letters, etc. (S, IN)
3. Can demonstrate ability to accurately type and format documents using a computer and/or typewriter. (T, IN)
4. Can demonstrate ability to accurately proofread reports, documents, letters, etc. (S, IN)
5. Can demonstrate ability to utilize a single and/or multi-line telephone system, and accurately record and route messages. (I, T, S)
6. Can demonstrate proper procedure for scheduling appointments for customers. (R, I, S)
7. Can demonstrate ability to take dictation quickly and accurately (methods may include shorthand, longhand, taped, etc.). (I, S, IN)
8. Can demonstrate ability to accurately transcribe data. (T, I, S, IN)
9. Can demonstrate knowledge of, and correctly answer standard questions relating to agency's hours, services, functions, etc. (I, S, IN)
10. Can demonstrate ability to operate standard office equipment (fax, shredder, envelope sealer, letter opener, collator, folder, postage meter, adding machine, etc.). (R, T, S)
11. Can demonstrate ability to operate a photocopy machine; change paper, make minor adjustments, frame text, etc. (R, T, S)
12. Can demonstrate ability to type a minimum of 60 words per minute with 90% accuracy. (Requires separate documentation.) (T, IN)
13. Can demonstrate proper procedure for sorting materials, documents, letters, and reports, for filing purposes. (IN, S)
14. Can demonstrate knowledge of standard business filing systems. (IN, S)
15. Can demonstrate ability to operate a personal computer and standard word processing software package (identify software). (T, IN)
16. Can demonstrate ability to correctly prepare and disseminate schedules for supervisors/co-workers, including duty rosters, work schedules, and travel schedules. (R, I, S, IN)
17. Can demonstrate ability to accurately prepare budget requests, reports, summaries, etc, as needed. (R, S, IN)
18. Can demonstrate ability to accurately compute payroll wages, taxes, premiums, commission, etc. (R, S, IN)
19. Can demonstrate ability to prepare and/or maintain supply and equipment inventory. (R, S, IN)
20. Can demonstrate ability to work under stress to meet schedule deadlines. (R, I)
21. Can demonstrate ability to deal with people beyond giving and receiving instructions. (I)