

California Fire & Rescue Training Authority

POLICY HANDBOOK

POLICY TITLE: Secretary
POLICY NUMBER: 2321

Issue Date: 4/7/2006
Revised:

2321.1 General Job Description

Under general direction and supervision of the California Fire & Rescue Training Authority (JPA) Training Facility Manager, or his/her representative, the Secretary performs a wide variety of clerical, secretarial and administrative duties; screens and answers telephone calls and correspondence; performs other duties as required.

2321.2 ESSENTIAL JOB FUNCTIONS:

- (a) Perform a wide variety of secretarial and administrative duties.
- (b) Screen calls, visitors and mail; respond to moderately complex requests for information.
- (c) Interpret and explain agency policies, rules, and regulations in response to inquiries; refer inquiries as appropriate.
- (d) Independently respond to letters and general correspondence not requiring the attention of professional personnel.
- (e) Assist in course management functions including the creation and distribution of course announcements, registration of students, preparation of course materials, mailing of correspondence, production of student certifications and other related communication with students.
- (f) Assist in enrollment and reporting of the Los Rios Community College training courses.
- (g) Coordinate and make travel arrangements; maintain appointment schedules and calendars; arrange meetings and conferences.
- (h) Perform accounting functions related to ordering supplies, equipment and services.
- (i) Receive and process payments for training courses.
- (j) May maintain time card records; may maintain personnel files and records for management personnel.
- (k) Order and purchase supplies for the California Fire & Rescue Training Authority.
- (l) Perform clerical duties related to authority activities such as typing, filing and distributing mail.
- (m) Attend meetings as directed.
- (n) Initiate and maintain a variety of files and records.

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- (o) Assist in the support of the council including preparing the agenda, assembling background materials, and composing minutes of meetings.
- (p) Recommend organization or procedural changes affecting clerical activities.
- (q) Work independently in the absence of supervision.
- (r) Coordinate repair of office equipment as necessary.
- (s) Establish and maintain cooperative working relationships.
- (t) Perform related duties as assigned.

2321.3 KNOWLEDGE OF:

- (a) English usage, spelling, grammar, and punctuation.
- (b) Modern office methods, procedures, and computer equipment.
- (c) Business letter writing.
- (d) Pertinent member agency organizations, functions, policies, rules and regulations.
- (e) Organizational techniques
- (f) Meeting protocol
- (g) Financial functions

2321.4 QUALIFICATIONS:

2321.4.1 AGE:

Must be at least eighteen (18) years of age.

2321.4.2 EXPERIENCE AND EDUCATION:

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying.

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2321.4.2.1 EXPERIENCE:

Three years of increasingly responsible administrative work, involving frequent public contact, which has provided the opportunity to develop the required skills, knowledge and abilities necessary to fulfill the duties and responsibilities of this position.

2321.4.2.2 EDUCATION:

Possess a high school diploma or equivalent GED certificate. Minimum of twelve (12) units of college credit.

2321.4.3 ABILITY TO:

- (a) Establish and maintain harmonious and effective working relationships with a wide variety of people that include management, employees, outside agencies and the general public.
- (b) Plan, organize and complete work rapidly and efficiently despite frequent interruptions and/or distractions.
- (c) Learn, interpret and apply administrative and departmental policies, laws and rules.
- (d) Take responsibility and use good judgment in recognizing scope of authority.
- (e) Type technical reports and documents.
- (f) Compose correspondence independently based on policy and guidelines.
- (g) Proofread written materials to identify errors in punctuation, spelling and grammar.
- (h) Keep complex records and prepare reports.
- (i) Meet the public in situations requiring tact, diplomacy and poise.
- (j) Receive phone calls, identify the nature of their problem or need and take appropriate action.
- (k) Schedule meetings and conferences coordinating with all parties, and make travel arrangements.
- (l) Understand, interpret and apply a variety of complex policies, procedures, rules, regulations, contracts, court documents or other legal documents.

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- (m) Proficiency with spreadsheet, word processing and database programs.
- (n) Understand and use computer printouts and data.
- (o) Type at a corrected rate of 55 words per minute from clear copy.
- (p) Organize schedules, make travel arrangements for classes.
- (q) Work independently to resolve problems.
- (r) Maintain integrity, honesty, reliability and cooperation.
- (s) Adhere to all policies of the Authority.

2321.4.4 PHYSICAL REQUIREMENTS:

Maintain physical ability and stamina to meet the essential job functions, which include as a minimum:

- (a) Operate and communicate over a public telephone system.
- (b) Operate computer, ten-key calculator, typewriter and other general equipment.
- (c) Shall not pose a direct threat to self, other individuals in the workplace or the public.
- (d) Possess a Class C driver's license and capable of operating a motor vehicle.