

# City of Claremont, New Hampshire

## Position Description

**Position Title:** Secretary II  
**Reports to:** Parks & Recreation Director  
**Department:** Parks & Recreation  
**FLSA Status:** Non - Exempt

**Union/Merit:** AFSME Union - Clerical  
**Grade Level-Points:** Level II  
**Revised/Updated:** 08/31/04

### Job Summary

Serves as a principal clerical assistant to a department or City Board performing a wide range of clerical and administrative support duties which are auxiliary to the work of the supervisor (s) and which do not require substantial technical or specialized knowledge of a subject matter area. Some positions may require stenographic and/or transcription skills.

The incumbent is responsible for carrying out the administrative and clerical work of the office in accordance with established procedures and policies. The work contributes to the smoothness of the office's operation as well as the orderly and efficient flow of work to other offices/areas.

**Essential Job Functions** (Except as specifically noted, the following functions are considered essential to this position. The listed examples may not include all duties found in this class)

1. Receives telephone calls and visitors. Screens for nature of business and refers to department head or other City official if necessary, or if inquiry is of a general administrative nature, answers inquiry from own knowledge of office operations and programs. Notes business requiring the department head's attention.
2. Prepares and types a variety of correspondence, reports, and statistical data from rough draft, copy or dictation. Composes correspondence from supervisor's brief instructions, or own knowledge of department's functions. Types material in final form and assures spelling, grammar and punctuation are correct. May issue permits and certificates. Takes registrations and assess and collect fees.
3. Maintains office records and prepares recurring office reports. Searches for, collects and complies statistical data. Established office procedures, maintains office files and updates filing system, as necessary.
4. Answers inquiries from the general public concerning department or City Board policies and rules and regulations, and functions of the department. May prepare meeting agendas and attend appropriate City Board or Committee meetings; takes minutes of meeting and transcribes into final form, establishing appropriate format. May take verbatim minutes or take dictation summarizing all significant discussion, motions made, recording of votes, etc; Notes items requiring further action and alerts appropriate official; notes postponed items and reminds officials if action is necessary.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The use of an 8 hour day is to show the typical condition requirements for sitting, walking and standing and should not be construed that all jobs are 8 hours.

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5. Performs departmental bookkeeping of moderately complex nature. Prepares vouchers, posts expenditures to accounts, computers wages and prepares payroll voucher, balances accounts and assists in budget preparation.
6. On own initiative and at supervisor's direction, arranges for meetings, contacting parties concerned, and assuring required materials are available.
7. Orders office supplies.
8. Keeps time and attendance.
9. Schedules appointments, assuring previous commitments do not exist, the nature of business warrants appointment and appointment is cleared with department head.
10. Performs other related duties as assigned.

### **Peripheral Duties**

Perform the duties of subordinate personnel as needed.  
Analyze and recommend improvements to equipment and facilities, as needed.  
Participate in various committees.

### **Desired Minimum Qualifications**

#### *Education and Experience:*

High school degree or equivalent and, 1-3 years of progressively responsible administrative experience which includes 2 years of clerical experience involving accounts maintenance, typing, dictation (where required by the position), moderately complex records maintenance, interaction with the public; *or*, any combination of education, training and experience that provides the knowledge, skills and abilities required for the job.

#### *Necessary Knowledge, Skills and Abilities:*

##### Knowledge of:

- The basic principles of office management to assure a smooth flow of clerical and administrative support services to the department.
- Administrative policies and procedures related to the administration of the Department.
- Modern office methods, procedures, equipment, business letter-writing, and standard clerical techniques.
- Operation of standard office equipment including word processors or computers.

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- Bookkeeping principles and practices to record department fiscal transactions and prepare budgetary information and reports.
- Techniques of effective time management.
- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
- Record keeping, report preparation, filing methods and records management techniques.
- Thorough knowledge of applicable laws, ordinances, and department rules and regulations.
- Thorough knowledge of recreation department activities and programs.

### Ability to:

- Handle situations in which others may be angry or argumentative.
- Establish and maintain effective working relationships with others.
- Attend night meetings or hearings, when required.
- Take and transcribe dictation of meeting minutes and correspondence.
- Read and interpret documents.
- Write reports, correspondence, and procedure manuals.
- Demonstrated ability to communicate both orally and in writing.
- Maintain electronic and written records and prepare reports and to document any and all information pertaining to the activities and responsibilities of the position.
- Make accurate arithmetic calculations.
- Maintain effective working relationships with department heads, employees, City Council and the public and to deal with service problems courteously and tactfully.

### Skill in:

- Using tact, discretion, initiative and independent judgment within established guidelines.
- Organizing work, setting priorities, meeting critical deadlines, and following up assignments with a minimum of direction.
- Applying logical thinking to solve problems or accomplish tasks; to understand, interpret and communicate complicated policies, procedures and protocols.
- Typing complex documents containing numeric information or technical terminology.
- Using computers to create and manage files, records, spreadsheets and databases and to enter and retrieve information.
- Operating general office equipment.
- Compiling, composing, and maintaining reports.
- Understanding and carrying out complex written and oral instructions.
- The use of the tools and equipment listed below.

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## Supervision Received

Works directly under the Director/Assistant Director of Parks & Recreation

## Supervision Exercised

None

## Responsibility for Public Contact

Daily contact requiring courtesy, discretion, and sound judgment.

## Licensing & Certification

None required

## Tools & Equipment Used

Personal computer including Microsoft Office software, accounting software, telephone, typewriter, calculator, copy machine, and fax machine etc.

**Typical Work Surface(s):** Standard office desk and chair; tables; computer work station, wood, tile, cement and carpeted floors.

**Typical Controls & Equipment:** Calculator, computer, printers, telephone, typewriter, copy machine, fax machine, postage machine, folder/insertor etc.

**Typical Work Environment:** Inside: 99% Outside: 1%

**Summary of Occupational Exposures:** May be exposed to cleaning fluids, copier toner, etc. Works in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt and the like.

The incumbent's working conditions are moderately quiet but busy.

## **Physical Activity Requirements**

### Primary Physical Requirements

### Other Physical Considerations

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|                                     |                       |                   |                       |
|-------------------------------------|-----------------------|-------------------|-----------------------|
| <u>LIFT up to 10 lbs.:</u>          | Frequently required   | <u>Twisting:</u>  | Frequently required   |
| <u>LIFT 11 to 25 lbs.:</u>          | Occasionally required | <u>Bending:</u>   | Occasionally required |
| <u>LIFT 26 to 50 lbs.:</u>          | Rarely required       | <u>Crawling:</u>  | Rarely required       |
| <u>LIFT over 50 lbs.:</u>           | Not required          | <u>Squatting:</u> | Occasionally required |
| <hr/>                               |                       | <u>Kneeling:</u>  | Occasionally required |
| <u>CARRY up to 10 lbs.:</u>         | Occasionally required | <u>Crouching:</u> | Occasionally required |
| <u>CARRY 11 to 25 lbs.:</u>         | Occasionally required | <u>Climbing:</u>  | Rarely required       |
| <u>CARRY 26 to 50 lbs.:</u>         | Occasionally required | <u>Balancing:</u> | Rarely required       |
| <u>CARRY over 50 lbs.:</u>          | Rarely required       | <u>Grasping:</u>  | Frequently required   |
| <hr/>                               |                       | <u>Handling:</u>  | Frequently required   |
| <u>REACH above shoulder height:</u> | Occasionally required | <u>Torquing:</u>  | Occasionally required |
| <u>REACH at shoulder height:</u>    | Occasionally required | <u>Fingering:</u> | Frequently required   |
| <u>REACH below shoulder height:</u> | Occasionally required |                   |                       |
| <u>PUSH/PULL:</u>                   | Occasionally required |                   |                       |

### During an 8-hour Day, Employee is Typically Required To:

|       | <u>Consecutive Hours</u> | <u>Total Hours</u> |
|-------|--------------------------|--------------------|
| Sit   | 1 2 3 4 5 6 7 8          | 1 2 3 4 5 6 7 8    |
| Stand | 1 2 3 4 5 6 7 8          | 1 2 3 4 5 6 7 8    |
| Walk  | 1 2 3 4 5 6 7 8          | 1 2 3 4 5 6 7 8    |

### Cognitive and Sensory Requirements:

|                                |   |
|--------------------------------|---|
| <u>Talking:</u>                | Necessary for communicating with others.                            |
| <u>Hearing:</u>                | Necessary for taking instructions and information.                  |
| <u>Sight:</u>                  | Necessary for performing job effectively and correctly.             |
| <u>Tasting &amp; Smelling:</u> | Not required for the performance of the functions of this position. |

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