

Secretary - Job Standards

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

KNOWLEDGE OF WORK:

- Completely understands role and function of position
- Fully knowledgeable in organization terminology and acronyms
- Knows how to operate equipment used in word processing, dictation and transcribing, laser printers, photocopy, fax machines and telephone system
- Maintains organization records as required (i.e., board and committee minutes, personnel records)
- Understands secretarial priorities, processes, and overall requirements

QUALITY OF WORK:

- Properly maintains executive records, board minutes and corporate files
- Accurately prepares calendar of events, meeting minutes, management reports, maintenance records, logs of services and contractor schedules
- Efficiently handles registration/reservations for board customers, meetings, conferences and educational events
- Produces high quality typed and graphical reports and documents

QUANTITY OF WORK:

- Performs assigned tasks on schedule, with or without additional assistance
- Spends necessary amount of time to learn new tasks and processes common in a dynamic organization
- Types at least 65 wpm, and produces substantial volume of work involved in this function

ORAL COMMUNICATION:

- Expresses self clearly in individual or group settings
- Is tactful when dealing with indifferent personalities
- Uses respect when dealing with all others, particularly board customers
- Is a good listener; has great interpersonal skills
- Uses correct language at all times in all situations

WRITTEN COMMUNICATION:

- Expresses ideas in clear, concise and complete manner
- Writes memo's, letters, E-Mail, and routine correspondence
- Handwritten notes are legible and clearly understood
- Takes dictation and transcribes
- Uses word processing tools to ensure proper grammar and context