County of San Diego **Class No. 002755**
Revised: April 1, 2003
Reviewed: Spring 2003

CAO/ACAO SECRETARY

DEFINITION:

Under general direction, to serve as confidential secretary to the Chief Administrative Officer or Assistant Chief Administrative Officer; to perform extremely difficult and complex secretarial work requiring utmost independent judgment and action; and to perform related work.

DISTINGUISHING CHARACTERISTICS:

This is the highest possible secretarial class in the classified service. It differs from the lower class, Administrative Secretary IV in that positions of the latter are authorized to provide secretarial support to a Deputy Chief Administrative Officer, and elected official, or the director of a large department. The CAO/ACAO Secretary is distinct from other secretary positions in that this secretarial class exclusively and routinely handles County-wide subject matter and confidential issues.

EXAMPLES OF DUTIES:

Receives, processes, and communicates routine and highly confidential information, messages, reports and documents related to County-wide matters such as final negotiated agreements with employee organizations, Board of Supervisor Closed Session reports and decisions, executive service personnel recommendations, final department reorganization and budget submissions, and department head and cabinet officer meeting materials; screens telephone calls, office visitors and mail for business subject, appropriate referral, access to CAO or ACAO, or whether resolution can be handled personally; schedules appointments, meetings and speaking engagements for CAO or ACAO using discretion in committing CAO's/ACAO's business trips; assembles appropriate background materials for CAO/ACAO and briefs when necessary; compiles, summarizes and oversees the duplication and distribution of information and figures for meetings; contacts department heads and aides, employees and individuals for additional materials, clarification of requests or explanation of procedures; answers substantial amounts of correspondence independently for CAO's or ACAO's signature in accordance with administrative policies; composes correspondence and reports based on CAO's or ACAO's general instructions and management technique; prepares meeting notices and agendas; takes minutes of meetings and distributes, generally without prior review by CAO or ACAO; may attend ceremonial functions as representative of CAO or ACAO and may speak in CAO's or ACAO's behalf; talks with members of the news media to relay select information; sets up/maintains office files, records and indexing systems; may monitor the progress and execution of plans, projects activities initiated by the CAO/ACAO; relieves the executive of routine office and administrative details; and may oversee related office work or supervise office employees.

MINIMUM QUALIFICATIONS:

Thorough Knowledge of:

- The organization, function, operation, and services of the County of San Diego.
- Rules, policies, manuals, and procedures of the County of San Diego and related boards, commissions, advisory committees.
- Business English including spelling, punctuation, grammar, capitalization and word usage.
- Office management work flow and record keeping procedures.

- Record management systems.
- A wide variety of correspondence and report formats.
- Operation and use of common office equipment).
- Software in Microsoft Office Suite such as Word, Excel, Outlook and Internet.

General Knowledge of:

- Basic principles of supervision and training.

Skills and Ability to:

- Listen and communicate effectively with diplomacy, tact, judgment, discretion, empathy and resolve with top County officials, top officials of other governmental entities, the news media, and community (business, citizen, and employee groups).
- Manage a heavy and diverse workload determining priorities and necessary action often with minimal direction and information.
- Read, understand, follow, and explain County policies and procedures and CAO's/ACAO's directives.
- Compose correspondence and routine reports.
- Proofread and review correspondence and reports for accuracy, correctness, and completeness.
- Compile and summarize financial, statistical and other data.
- Assign, direct, review, and evaluate the work of office employees.
- Maintain confidentiality of sensitive information.
- Handle complex scheduling and travel arrangements.

EDUCATION/EXPERIENCE:

Education, training and/or experience which clearly demonstrate possession of the knowledge and skills stated above. An example of such education and experience is: Five (5) years of responsible secretarial experience, one year of which must have been at the level of Administrative Secretary IV in County service.

SPECIAL NOTES, LICENSES, OR REQUIREMENTS:

Certification:

A typing certificate for at least 50 net WPM.

Probation Period:

Incumbents appointed to permanent positions in this class shall serve a probationary period of twelve (12) months (Civil Service Rule 4.2.5).

Working Conditions:

Workload demands may require work beyond normal business hours.