

MICHIGAN CIVIL SERVICE COMMISSION  
JOB SPECIFICATION

SECRETARY SUPERVISOR

JOB DESCRIPTION

Employees in this job perform secretarial assignments and supervise the work processes of a clerical work area. Work is performed independently under general guidance from non-clerical supervision and requires knowledge of the secretarial discipline, supervisory techniques, personnel policies and procedures, and instructions and guidelines for the work area. The employee works within general methods and guidelines, and exercises discretion in supervising the work of a minimum of two subordinate employees.

There are two classifications in this job.

Position Code Title - Secretary Supervisor-1

Secretary Supervisor 10

The employee serves as a first-line supervisor performing a full range of secretarial and supervisory assignments using judgment in making decisions where alternatives are determined by policies, procedures, and practices.

Position Code Title - Secretary Supervisor-2

Secretary Supervisor 11

The employee serves as a first-line supervisor performing a full range of management assistant, secretarial, and supervisory assignments. The employee has knowledge in such areas as interpreting policies and procedures, interpreting the supervisor's point of view, serving as liaison to staff and higher-level management, researching and preparing materials for managerial decisions, and participating in other management assistant activities.

JOB DUTIES

**NOTE:** The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Selects and assigns staff, ensuring equal employment opportunity in hiring and promotion.

Coordinates activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees.

Evaluates and verifies employee performance through the review of completed work assignments and work techniques.

Identifies staff development and training needs and ensures that training is obtained.

Ensures proper labor relations and conditions of employment are maintained.

Maintains records, prepares reports, and composes correspondence relative to the work.

Reviews and interprets work instructions and guidelines; then, informs subordinates of necessary and/or appropriate changes.

Designs, revises, and/or establishes instructions for the work area.

Receives callers and takes telephone calls; takes care of some matters, personally, on the basis of general knowledge of instruction or guidelines areas, or refers inquiries to appropriate staff members.

May input, retrieve, update, or delete information from computer database via personal computer.

Reviews outgoing correspondence for conformity to format, procedure requirements, and inclusion of necessary background material.

Establishes and maintains office files, logs, indexes, control records, or other information about the work under the supervisor's control.

Proofreads and corrects prepared materials for correct grammar, spelling, punctuation, completeness, and content.

Operates standard office equipment such as calculators, duplicating machines, facsimile machines, etc.

Relays supervisor's assignments to staff members and follows up on progress made as assigned.

Assist in the preparation of budgets and financial reports; prepares timekeeping and other personnel records.

Answers inquiries and explains procedures requiring interpretation of the supervisor's viewpoint on specific issues.

Reviews, evaluates, and processes incoming documents related to guidelines for the specific work area.

Initiates correspondence and memoranda necessary in carrying out instructions and guidelines.

Takes and transcribes dictation on technical and confidential matters.

Schedules and arranges meetings and conferences and notifies interested parties; arranges meeting places; and makes travel reservations as needed.

Takes and transcribes minutes of meetings and prepares final draft for printing as required.

Reviews work area budget proposals, equipment, or supply requests and makes comments or recommendations.

Requisitions supplies as needed.

Compiles periodic and special reports.

May occasionally perform any task assigned to subordinate staff, consistent with any licensing or certification requirements.

Performs related work as assigned.

### Additional Job Duties

#### Secretary Supervisor 11

Serves as a liaison between supervisor and departmental personnel, transmits specific information among staff members and transmits privileged or confidential information to pre-authorized individuals.

Opens, scans, and distributes mail and answers correspondence requiring knowledge of instructions and guidelines, and anticipates and furnishes material for superior's replies to correspondence.

Keeps informed of office details and advises supervisor of problems.

Schedules supervisor's calendar of activities by making commitments for meetings, conferences, and speeches.

Reviews and evaluates applications, petitions, contracts, or other documents to determine if prescribed requirements are met for acceptance or approval.

Determines agenda and collects material for meetings and conferences, takes minutes as required, keeps records of proceedings, determines, compiles, and sends out pre- and post-meeting material.

Updates supervisor on status of issues before scheduled meetings.

Recognizes the need for, and sets up, special files for checking status of work area in relation to projects.

Assembles and summarizes information from files, documents, newspapers, and other available resources for use by supervisor, staff, and others.

Assists in creating and revising forms, proposes procedures, formats, and standards for office correspondence.

Assists in the study of office operations and services and gives input recommendations for improving efficiency and economy of operations; makes recommendations regarding the purchase of office equipment.

Conducts research on special subject or projects.

Follows legislation by reviewing House and Senate journals, and keeps status records.

Makes appointments for court appearances, assembles documents and exhibits needed in proving cause, keeps check on pending cases to avoid default in filing pleadings, and maintains court dockets and diaries.

Maintains the legal library and locates citations for the attorney.

Keeps supervision informed of decisions or opinions from any court that will affect the procedure in administering the laws of the work area.

Compiles reports of work performed by the attorney and the outcome of court cases handled.

Performs related work as assigned.

## JOB QUALIFICATIONS

### Knowledge, Skills, and Abilities

NOTE: Considerable knowledge is required at the 10 level and thorough knowledge is required at the 11 level.

Knowledge of the application of instructions and guidelines to specific problems.

Knowledge of correct English usage, spelling, and punctuation.

Knowledge of the organization and compositions of letters, minutes, and reports.

Knowledge of legal secretarial terminology, spelling, and practices.

Knowledge of the content and format of legal documents.

Knowledge of court procedures and requirements related to the work.

Knowledge of the organization and maintenance of filing systems.

Knowledge of personnel practices.

Knowledge of supervisory techniques.

Knowledge of organization subject matter procedures, instructions, and guidelines of departments within state service.

Skill in typing.

Ability to determine the need for revision and/or change in instructions and guidelines.  
 Ability to interpret and explain appropriate work instructions and guidelines to subordinate employees.  
 Ability to use reference material and organize material for reports.  
 Ability to compose correspondence and prepare reports.  
 Ability to type and/or take dictation to meet standards required of the employing unit.  
 Ability to make decisions and take necessary actions.  
 Ability to communicate effectively.  
 Ability to meet and deal effectively with others.  
 Ability to maintain composure during stressful situations occurring as a result of workloads and/or deadlines.  
 Ability to apply instructions and/or guidelines as appropriate in the performance of management support activities.  
 Ability to use legal reference materials.

Working Conditions

There may be stressful conditions such as workloads, and/or deadlines inherent in certain positions.  
 Some jobs include stenographic skills.

Physical Requirements

*None*

Education

Education typically acquired through completion of high school.

Experience

Secretary Supervisor 10

Five years of administrative support experience, including three years equivalent to a Secretary 7.

Secretary Supervisor 11

Six years of administrative support experience, including four years equivalent to a Secretary 7.

Special Requirements, Licenses, and Certifications

*None*

**NOTE:** Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

<u>Job Code</u>	<u>Job Code Description</u>	
SECRSPV	SECRETARY SUPERVISOR	
<u>Position Title</u>	<u>Position Code</u>	<u>Pay Schedule</u>
Secretary Supervisor-2	SECRSPV2	NERE-013
Secretary Supervisor-1	SECRSPV1	NERE-043

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