

As a Secretary II, you will perform a wide range of secretarial and clerical functions supporting the daily operations of the department or division that you serve.

### **JOB DESCRIPTION**

- Secretary II
- Works under the direct supervision of a Department or Division Manager, Administrative Assistant, or other Secretary.
- Serves in a Department or Division at Ronald Reagan Washington National Airport (DCA), Washington Dulles International Airport (IAD), the Dulles Corridor Metrorail Office, or in the Corporate Office Building (COB).

Assists the supervisor and staff by independently performing regular and recurring clerical and secretarial tasks to facilitate and expedite office operations. Performs related functions.

### **GENERAL RESPONSIBILITIES**

- Maintains awareness of the daily activities and keeps abreast of information important to administrative support of the Manager and staff; relays information and instructions from Manager to staff and others.
- Screens telephone calls and receives office visitors. Answers routine questions, directs calls or visitors to appropriate office, takes messages, and ensures requests for information or action are forwarded.
- Types documents, reports, manuals, tables, and charts and edits for accuracy and correct grammar, spelling, and formatting using word-processing software. Drafts correspondence of a non-technical, administrative nature.
- Gathers and compiles information for Manager or staff.
- Accurately completes office forms in conformance with established procedures.
- Maintains automated databases or spreadsheets to record information and generate reports.
- Creates, maintains, and retrieves files, records, and office documents manually and electronically. Establishes special project files and new filing systems. Arranges for off-site storage.
- Sets up control or suspense logs to monitor responsiveness to correspondence.
- Monitors inventory of office supplies and places orders, as needed.
- Sorts and distributes mail.
- Makes and distributes copies of documents.
- Maintains supervisor's or department's calendar.
- Schedules, sets up, and takes notes for meetings.
- Makes travel arrangements and schedules training for supervisor and staff.
- Performs other duties as assigned.

### **QUALIFICATIONS**

- Four years of progressively responsible experience providing administrative, secretarial, and clerical support services, including scheduling, typing, proofreading, and maintaining files.

- One year of the four years of experience must include establishing internal workflow controls for administrative work of an office of at least five persons.

### **KNOWLEDGE, SKILLS AND ABILITIES**

1. Ability to establish and maintain files (e-files and paper files) and administrative control systems.
  2. Ability to type, proofread, and assemble documents, forms, table, and presentations.
  3. Skill in requisitioning office supplies and maintaining supply inventory levels.
  4. Skill in using a computer and modern office suite software, with emphasis on word processing software to type and format documents.
- Ability to speak and write effectively, with emphasis on grammar, spelling, and punctuation.
  - Ability to perform basic analyses of data and information.

### **PREFERRED QUALIFICATIONS**

- Experience as a principal secretary or administrative assistant for a department manager or higher-level manager.
- Certification as a Certified Administrative Professional by the International Association of Administrative Professionals (IAAP) or an equivalent certification.

### **EDUCATION**

- A high school diploma, a Certificate of General Educational Development (GED), or an equivalent combination of education, experience, and training.
- A fully equivalent combination of education and training beyond what is needed to satisfy the education requirement may be used to substitute for up to two of the four years of experience. For example, an associate's degree may substitute for two years of experience.

### **CERTIFICATIONS AND LICENSES REQUIRED**

- None

### **NECESSARY SPECIAL FACTORS**

- Work is typically reviewed in progress and upon completion for quantity, quality, timeliness, teamwork, customer service, and other factors.
- May lift up to 20 pounds when moving office supplies.