

Job Title: Secretary

Reports to: Department Supervisor

FLSA Status: Non-exempt

Department: Administration and Public Safety

Job description:

City of New Castle

Summary: Responsible for performing secretarial and general office work to include relaying telephone calls and greeting visitors in a professional manner by performing the following duties.

Duties and Responsibilities, not inclusive:

1. Promotes an ongoing attitude of dedication to excellent public service and ensures that residents are provided with the highest quality of service.

2. Greets and screens incoming visitors/customers in a professional manner and promptly notifies appropriate person of their arrival.

3. Answers multi-line telephone, takes accurate messages and relays telephone calls to the appropriate person in an efficient manner.

4. Receives and responds to inquiries and complaints via telephone, mail or in person, and process information in an efficient manner.

5. Opens and distributes incoming mail on a daily basis, and prepares outgoing mail using postage meter. Receives and signs for packages, and delivers to the appropriate person promptly.

6. Prepares agendas, notices, correspondence, memos and reports in the proper format.

7. Enters report information into spreadsheets and databases.

8. Proofreads and prepares documents for distribution.

9. Updates webpage and maintains calendars and schedules.

10. Creates and implements an organized filing system for various company documents.

1 1. Files and retrieves records as required and prepares files for purging, destruction, retention and archiving.

12. Liaise with vendors and service maintenance/repair technicians.

- 13. Maintains an adequate office supply inventory and requisitions additional items as needed and monitors the postage machine to maintain an adequate supply of postage.**
- 14. Prepares files for purging, destruction, retention and archiving.**
- 15. Interacts frequently with other departmental supervisors and personnel.**
- 16. Performs other related duties as assigned by department supervisor or City Administrator.**

Skills:

Oral and written communication, Interpersonal and Reading, Telephone Etiquette, computer Literacy, Keyboard Skills, Customer Relations, Customer Service, professionalism, Filing, Proofreading, Organization, Planning and Time Management. An individual should have knowledge of Microsoft Word, Excel PowerPoint, Outlook, Adobe, Email, Internet software and payroll.

Certificates and Licenses: Notary seal a plus.