

**WASHINGTON STATE UNIVERSITY**  
**Sample Job Duties**

**Position Title**

Employee Type	CS-Civil Service
Title/Title Code	Secretary Senior/100T
Pay Rate	M
Pay Range	33
Function/General Scope	<p>Perform complex secretarial duties such as independently planning, organizing and prioritizing work, monitoring and evaluating budget(s) status and initiating corrections, developing travel itineraries, compiling reports, studies, and/or applications, developing, modifying, and/or maintaining data base management, office record keeping, or filing system(s), establishing office procedures, standards, priorities, and deadlines, and coordinating office operations.</p> <p>Positions initiate action to ensure work unit and/or office goals are met and have frequent contacts with clients, the public, staff members from other departments, students, and faculty. Assignments and projects are of a complex nature. Independent performance of complex secretarial assignments requires substantive knowledge of a variety of regulations, rules, policies, procedures, processes, materials, or equipment.</p> <p>Problems are resolved by choosing from established procedures and/or devising work methods. Guidance is available for new or unusual situations. Deviation from established parameters requires approval. Work is periodically reviewed to verify compliance with established policies and procedures.</p>

**Position Details**

Position Summary	<p>The Secretary Senior performs complex secretarial duties in support of two Directors. Responsibilities include coordinating travel arrangements; creating and maintaining databases; creating reports; performing complex word processing tasks; proofreading/editing documents; and scheduling meetings. The incumbent also provides support for development efforts such as maintaining donor and alumni databases; creating reports; monitoring gift transmittals; assisting with special events; and preparing correspondence. Other duties include serving as the primary point of contact for telephone calls and visitors to the office; ordering office supplies, maintaining hardcopy and electronic records and files; processing payroll and fiscal documents.</p>
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% of Time	Essential Function	Job Function	Duties
35	Yes	Secretarial Support	<ul style="list-style-type: none"> <li>-Responsible for providing secretarial support to the Director of Development and the Director of Marketing.</li> <li>-Creates and/or prepares letters, memos, and other documents; proofreads and edits as necessary for the Directors.</li> <li>-Creates and/or maintains spreadsheets as requested by the Directors.</li> <li>-Develops and maintains databases; creates mail merges for form letters; runs reports for the Directors as needed.</li> <li>-Schedules and coordinates meetings with donors, prospects, faculty and staff; schedules conference calls and makes room reservations.</li> <li>-Makes travel arrangements for lodging, transportation, airfare and events; develops itineraries.</li> <li>-Takes meeting notes and distributes to appropriate individuals; attends meetings on behalf of supervisor as directed.</li> </ul>
20	Yes	Development Support	<ul style="list-style-type: none"> <li>-Formats contact reports from Director's notes and enters into database.</li> <li>-Uses Advance software to look up information on donors and alumni; makes requests for information on donors and alumni.</li> <li>-Prepares and monitors gift transmittals daily for donations that come in for the AREA/UNIT; prepares weekly gift reports.</li> <li>-Assists departments and donors regarding questions on donations and respond to inquiries regarding procedures and services.</li> <li>-Assists with stewardship, enters data and sends thank you postcards and merge thank you letters for donors. Update account lists and distribute.</li> <li>-Assists with coordinating vendors, facilities, equipments, staff, and materials in planning various alumni and donor events.</li> </ul>

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			-Prepares flyers and other correspondence for various events sponsored by development using desktop publishing software.
15	Yes	General Clerical Support	<p>-Responsible for ensuring all documents are copied and filed in office records.</p> <p>-Establishes or revises electronic or manual filing system; utilizes spreadsheet and data base software to maintain records.</p> <p>-Orders office supplies and other equipment; tracks inventory.</p> <p>-Arranges for equipment maintenance and service contracts.</p> <p>-Ensures supplies are properly stocked in supply room, cabinets, and display area.</p> <p>-Assists with personnel search paperwork.</p>
15	Yes	Fiscal Support	<p>-Prepares purchasing related paperwork such as IRIs, invoices etc.; reconciles purchasing card.</p> <p>-Completes on-line input of positive pay and PEARS in payroll system.</p> <p>-Prepares paperwork related to rental, income, and expenses for AREA/UNIT facility rentals.</p> <p>-Prepares and maintains travel paperwork including travel authorities, and compiles final travel expenses reports.</p>
10	Yes	Reception	<p>-Answers telephone and takes messages; screens and routes calls.</p> <p>-Independently resolves problems and responds to inquiries regarding AREA/UNIT procedures and services.</p> <p>-Greet and refer visitors and guests; responds to inquiries.</p> <p>-Processes incoming mail and outgoing mail; distributes mail, faxes and messages as appropriate.</p> <p>-Coordinates and schedules AREA/UNIT conference rooms.</p>
5	No	Other	<p>-Assists with training temporary and student workers.</p> <p>-Performs other related duties as assigned.</p>

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**Supervisory/Lead Responsibilities**

Incumbents may lead or direct the work of lower support staff and temporary hourly/student employees.

**Position Qualifications**

Classification Requirements	High school graduation or equivalent, AND two years of increasingly responsible office experience requiring keyboarding or typing; OR equivalent education/experience.
Position Specific Qualifications	-Demonstrated proficiency with Microsoft Office applications including Word, Excel, Outlook, and PowerPoint.  -Experience with Microsoft Access or similar database software.
Preferred Qualifications	-Experience coordinating travel arrangements.  -Experience processing payroll and fiscal documents.  -Professional experience working in a higher education environment.  -Experience maintaining hardcopy and electronic records/files.