

Secretarial/Keyboarding Reference Guide

This guide is a reference tool to help you determine the appropriate title for secretarial and keyboarding positions. *Decisions on the proper classification of such positions cannot, however, be made using this document alone or on the basis of any single example of duties enumerated here.* Classification Standards, duties descriptions for individual positions, program descriptions and organization charts must be analyzed before a final determination can be made. Desk audits should be conducted when necessary.

If duties are:

- Typing*/skilled keyboarding (primary responsibility)
- Data entry into standard spreadsheets and databases
- Generating standard reports by accessing data bases and formatting data
- Answering phones and recording messages
- Opening mail and distributing to addressees
- Filing

Job is probably Keyboard Specialist 1, Grade 6.

If duties are:

- Supervising 3-8 keyboarding and clerical support staff
- Typing*/skilled keyboarding
- Office support tasks similar to those of a Secretary 1

Job is probably Keyboard Specialist 2, Grade 9.

If duties are:

- Typing*/skilled keyboarding (primary responsibility) including desktop publishing or proficiency in the use of database, spreadsheet and word processing software that requires independence in formatting a variety of complex applications and reports
- Clerical processing and records maintenance similar to those of a Clerk 2
- Office support tasks similar to those of a Secretary 1

Job is probably Keyboard Specialist 2, Grade 9.

***Typing** – using an alphanumeric keyboard to prepare a variety of documents (such as correspondence, manuscripts, reports, charts, tables) in final form. This includes formatting, ensuring that it conforms to good business practice, and editing for grammar, punctuation and writing tone. Such documents are typically prepared at speeds well in excess of 50 WPM by experienced keyboard personnel.

If duties are:

Answering phones, responding to questions about substantive program or procedural matters, and referring other calls to appropriate persons;

Correspondence control: opening the mail, reading it, deciding who should reply based on the content of the correspondence, attaching information needed for a reply, referring it to the appropriate person, setting deadlines for response, and following up;

Searching files, including the internet, to gather data and materials relevant to complex or unusual inquiries to assist respondent with a reply;

Drafting responses to letters concerning programs, policies and procedures for own or supervisor's signature;

Coordinating, monitoring and/or tracking the paper flow or activities of the office;

Creating office filing and records tracking systems;

Scheduling travel arrangements, compiling appropriate paperwork including typing travel vouchers, and transmitting to and tracking with business office staff;

Arranging meetings and conferences including scheduling people, rooms and equipment; assembling background materials; compiling and sending out agendas; recording and transcribing minutes, etc;

Typing*/skilled keyboarding (usually 50 percent of the time or less)

Job is a probably Secretary 1, Grade 11 or Secretary 2, Grade 15.

Level is a function of the scope and/or degree of program involvement, judgment required and decision-making.

Refer to the Classification Standard and other documents mentioned above.