

Secretary

Essential KSAPC Rating Results

1	Knowledge of office methods and systems (e.g., filing, record management, mail processing, terminology) to perform administrative work.
2	Knowledge of office equipment (e.g., multi-line telephones, personal computer, fax machine, telephone, copier) to perform administrative work.
3	Ability to record minutes accurately and efficiently for dissemination to attendees.
4	Knowledge of computer software to plan, calendar, and coordinate meetings, travel itineraries, track timelines and due dates of assignments, and provide reminders and updates to managers, supervisors, and other staff.
5	Ability to use a computer in order to efficiently complete a variety of assignments (i.e., creating labels, connecting to projectors, operating laptops).
6	Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, grammar, and punctuation to produce clear and correct work for a broad group of readers and/or audiences.
7	Knowledge of principles and processes for providing excellent customer service to establish and/or maintain professional relationships and in the completion of work assignments.
8	Ability to work in a team environment to complete assignments.
9	Ability to comprehend written sentences and paragraphs to adequately complete assignments.
10	Ability to communicate effectively in writing in order to provide assistance, convey information, and/or direction.
11	Ability to prepare correspondence/templates (e.g., memos, emails, procedures, reports) to provide information and/or documentation for a variety of projects and/or assignments.
12	Ability to establish and maintain cooperative/professional working relationships with fellow staff, other government agency staff, and the public to facilitate departmental functions and to complete work activities.
13	Ability to communicate orally with others (e.g., managers, supervisors, staff, the public) to convey information effectively in a courteous and sensitive manner.
14	Skill to establish, develop, and maintain written instructions to ensure standardization of office procedures and protocol.
15	Skill to identify sensitive/confidential records (e.g., adverse action, letter of instructions, individual development plan) in order to maintain security, track documents, and complete work assignments.
16	Skill to analyze situations accurately and respond effectively in high stress situations (e.g., complaints, emergencies, staff issues).

17	Ability to prioritize workload (i.e., time management) in order to meet deadlines.
18	Ability to analyze a project or assignment in order to determine how to complete it in the most accurate and efficient manner.
19	Ability to review, evaluate, and edit documents to produce quality work.
20	Ability to work independently and/or with instructions to complete workload.
21	Ability to interpret and apply departmental policies and State and Federal laws and regulations to complete assignments including those that contain confidential/sensitive material.
22	Knowledge of basic mathematical reasoning to select the right methods or formulas to solve a problem.
23	Skill to make accurate arithmetic computations to complete various office forms and assignments (e.g., process/complete timesheets, travel advance, travel expense claims, purchase orders, mileage forms).
24	Skill to independently gather data in order to compose and assemble correspondence (e.g., memoranda, letters, reports) for management review.
25	Skill to organize workspace to maximize efficiency and productivity.
26	Ability to adapt to a rapidly changing environment to perform assignments.
27	Ability to be flexible in adapting to changes in priorities, assignments, and other interruptions which may impact pre-established timelines for completing assignments.
28	Ability to analyze written information to determine importance of correspondence.
29	Ability to read correspondence and assess importance in relation to formality, nature, pertinence (e.g., deadlines) and source.
30	Ability to organize information from various sources in a semantically or categorically functional order.