



## Job Description

**Job Title:** Secretary II  
**Position Code:** 4N22, DN22  
**Job Classification:** Non-Exempt

**Supervisor:** Supervisor II, Human Resources  
**Pay Grade:** 18S  
**Contract Length:** 245 Days

### **Job Summary**

Position is responsible for serving as the frontline customer service representative for the Human Resources Department. Position performs a variety of functions to include answering telephones, greeting visitors, answering inquiries, processing paper applications, sorting and distributing mail, maintaining applicant database, scheduling appointments and completing employment verifications.

### **Essential Duties**

1. Greets and assists all visitors to the department, ascertaining the nature of their business and referring them to the appropriate person.
2. Appropriately screens visitors and telephone calls.
3. Answers all incoming telephone calls for the department.
4. Schedules interviews and other appointments.
5. Provides answers to routine inquiries and general human resources questions.
6. Sorts and distributes incoming mail for the Human Resources Department.
7. Processes paper employment applications and enters data into the applicant tracking database.
8. Completes employment verifications for current and former employees.
9. Provides help to other staff members during periods of heavy workload.
10. Makes photocopies and uses other office equipment (copier, fax, printer) as necessary.
11. Distributes job postings, contracts, letters, interoffice mail, etc.
12. Maintains a high level of confidentiality.
13. Performs other duties as assigned.
14. Models nondiscriminatory practices in all activities.

### **Job Specifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to individuals with disabilities, who are otherwise qualified, to perform the essential functions.

### **Minimum Qualifications (Knowledge, Skills, and/or Abilities Required)**

Must possess a high school diploma or equivalency. Some college coursework preferred. Must possess knowledge of standard office practices, procedures and clerical techniques. Must possess a demonstrated record of success in dealing with the public in a front office position. Must possess the ability to speak clearly to communicate with visitors, applicants, administrators and employees. Must be able to type 40-45 wpm and be proficient in Microsoft Office. Must possess knowledge of, or the ability to accurately and quickly learn to operate multi-line telephone console, computer and office equipment. Must possess excellent communication skills necessary to positively interact with visitors, applicants, administration and employees.

**Working Conditions & Physical Requirements**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Must have the ability to sit for extended periods of time; exhibit manual dexterity to dial a telephone, to enter data into a computer terminal/typewriter; to see and read a computer screen and printed material with or without vision aids; hear and understand speech at normal levels on the telephone; speak in audible tones so that others may understand clearly; physical agility to lift up to 25 pounds.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Duties are normally performed in an office environment. The noise level in the work environment is usually moderate.

**Supervision Exercised:**None

**Supervision Received :** Supervisor II Human Resources

*This job description in no way states or implies that these are the only duties to be performed by this employee. The Secretary II – Human Resources will be required to follow any other instructions and to perform any other related duties as assigned by the Supervisor I or other appropriate administrators. Newport News Public Schools reserves the right to update, revise or change this job description and related duties at any time.*

**Approvals:**

---

Supervisor Date

**I acknowledge that I have received and read this job description.**

---

Employee Name (Print) Signature Date