

Secretary

SUMMARY:

Receives persons in person or by telephone, determines nature of business, and directs callers to destination. Work is performed under general supervision and involves a variety of general clerical duties that can normally be performed in the department reception area.

Job Functions include: (Note: this is a representative list only - complete list provided with purchase)

- Answers the telephone, obtains caller's name and, directs caller to destination requested.
- Operates primary telephone console to receive incoming messages.
- Types memos, correspondence, reports, and other documents.
- Answers customer inquiries, gives account balances and interest amounts earned over the telephone, explains check ordering process, and gives the book value of cars to customers inquiring.
- Assists the Customer Service department by processing check orders, sending out transaction records, and other mailings, as well as entering address changes on the computer.

(also details Supervisory Responsibilities, Qualifications, Education and/or Experience, Language Skills, and work environment)