

PENANG SANGAM HIGH SCHOOL
P.O.BOX 44, RAKIRAKI
LESSON NOTES WEEK 21

Year/Level: 12

Subject: Office Technology

Strand : 3	SECRETARY IN AN OFFICE
Sub Strand : 3.1	OFFICE ADMINISTRATION
Content Learning Outcome	At the end of this chapter, students should be able to <ul style="list-style-type: none">• describe the roles and qualities of a secretary• discuss the secretary's relationships in the workplace• demonstrate the procedures of receiving visitors in an office

Secretary's relationship with staff at all levels

A secretary has a special relationship with their immediate executives, the organization and other staff members.

Secretary's relationship with the executive:

- Secretary must ensure that all the work that leaves the office is accurate.
- Secretary must be able to deal diplomatically with any telephone enquiries, executive must be able to trust the secretary and treat all matters confidential.
- Secretary must be able to convey the essential facts contained in reports and journals so that the executive does not have to study them personally in detail.
- Executive must understand that the secretary will only remain to work extra hours for urgent work to be completed.
- There must be a clear understanding of the work which needs to be carried out by the secretary in the absence of the executive.
- Executive should appreciate that the secretary will need to attend training courses for updating skills and career development.
- Executive must rely on secretary's punctuality in attending the office, meetings and other functions.
- There should be a sense of humor on both sides.
- The secretary should set a high standard of conduct and efficiency for the rest of the office staff. Being always neat and tidy in appearance will enhance the reputation of the organization.
- The executive must allow the secretary to use initiative to solve problems.
- Work closely together in a 'partnership' to achieve the objectives required of the executive's position and also the employees.
- Should be loyal to the executive, the organization that employs them and all other staff members.
- Must seek to serve the organization to the best of her ability.
- Must understand and appreciate the role of each executive,
- Be co-operative in contributing towards the overall efficiency and smooth working of the organization

Secretary's relationship with staff at all levels:

- Respect every staff so that they establish successful relationships between their positions and their seniors.
- Create a happy and trouble free environment.
- Never divulge confidential information to anyone within and outside the organization.

- Should be supportive and co-operative to create a good working relationship.
- Refrain from gossiping
- Set good examples to junior staff.
- Encourage junior staff by praising their work when it is good.
- If their work is not up to the standard expected, the secretary, using their qualities of tact and diplomacy, should point this out to junior staff to help him/her improve.
- Appreciate work performed by junior staff or the inexperienced as it will take time to acquire proficiency in the tasks allotted to them, especially under pressure.

Activity

1. Describe the relationship of a secretary with the executive and the staff. Give atleast 3.

2. Describe the relationship of a secretary with the staff. Give atleast 3.
