



Executive Assistant

Class Specification

Revised 9/23

Class ID: 103

Unit: CONF

Probation: 6 Months

FLSA: Non-Exempt

DEFINITION

Under direction, provides varied, complex and often confidential secretarial and office administrative support including handling confidential materials and complex citizen and employee relations concerns of the City Council, City Manager, Assistant City Manager, City Clerk and associated administrative staff; acts as the first point of contact to the City Manager's Office; provides lead direction to assigned clerical support staff; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the City Clerk. Exercises no supervision over staff but provides lead direction to administrative clerical staff.

DISTINGUISHING CHARACTERISTICS

This single position classification is the highest-level office secretarial classification in the City. This class is distinguished from other City secretarial and administrative support classes in that the nature, diversity and scope of responsibilities of this position requires the frequent use of tact, discretion, initiative and independent judgment, as actions can have a significant effect upon City operations or public relations activities. Responsibilities include regular contact with government officials, City Council or boards or commission members, representatives of business or community organizations, the public and all levels of City personnel. This position requires the coordination of information and activities among a variety of contacts, including City Departments, citizens, the City Council, representatives of outside agencies, and the private sector.

EXAMPLES OF JOB FUNCTIONS (Illustrative Only)

Provide administrative support to the City Manager, Mayor, and City Council by assisting with duties of an advanced, complex, sensitive, and confidential nature; receive and screen visitors, telephone calls, and regular mail directed to the City Manager, Mayor, City Council and administrative staff; provide information and interpret City policies, procedures, laws, and regulations in response to inquiries; refer citizens to appropriate department; respond and resolve citizen concerns and issues verbally or in writing when appropriate.

Coordinate and maintain multiple calendars and schedule meetings and appointments for the Mayor, City Council members, and the City Manager; coordinate conference and meeting arrangements including hotel, airline, and car rental reservations.

Prepare and edit drafts and a wide variety of finished documents including detailed and confidential memos, correspondence, reports and forms from notes, brief instructions, or printed materials using a variety of word processing, spreadsheet, and publishing software applications; proofread materials for accuracy, completeness, compliance with departmental policies, format, and English usage, including grammar, punctuation, and spelling; operate computer systems to input or retrieve data, information, and prepare reports.

Receive, prepare, distribute and maintain confidential, general administrative, and City Council correspondence; prepare brief correspondence in response to City Manager and City Council inquiries

or requests for information; package and transmit materials related to City Manager and departmental activities for City Council review; research and assemble materials and information for preparation of City Council supplemental packets and reports on a wide variety of administrative topics and matters.

Coordinate departmental activities with other City departments, including follow-up on projects assigned to specific departments; assist administrative staff in planning and organizing community events.

Organize and maintain various administrative, reference, and follow-up files; develop and implement file, index, tracking, and record-keeping systems; ensure compliance with established records retention schedules; research records within areas of assigned responsibility to prepare reports and provide follow-up information to customer and staff inquiries; organize and maintain various administrative, confidential, reference, and follow-up files and records for the City Manager, Mayor, and City Council.

Act as Deputy City Clerk in the absence of the City Clerk, including accepting subpoenas, and certifying and notarizing documents.

Prepare purchase orders, order and purchase supplies and arrange for office equipment purchase and maintenance.

Train new department clerical staff in work procedures; directs and provides work review for assigned office clerical support staff; ensure staffing coverage during business hours; may provide backup clerical support for other clerical and/or secretarial positions.

May assist with the publication of the City budget and five-year forecast.

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Standard office administrative and secretarial practices and procedures, including business letter writing.
- Operation of a variety of word processing, spreadsheet, and publishing software applications.
- Operation of standard office equipment including office computers and networks.
- Computer and paper record keeping, report preparation and filing methods.
- Basic organization and function of public agencies, including the role of an elected City Council and appointed boards and commissions.
- Correct English usage, including spelling, grammar, punctuation, and standard office document formatting.
- Standard business arithmetic.
- Basic research techniques and report writing.

Skill or Ability to:

- Provide varied, responsible, and often confidential secretarial and office administrative assistance to the City Manager, City Council and associated administrative staff.
- Use initiative and independent judgment within established guidelines.
- Use tact and discretion in establishing and maintaining effective working relationships with those contacted in the course of the work.
- Perform responsible administrative work with accuracy, speed, and minimal supervision.
- Organize own work, set priorities, and meet critical deadlines.

- Maintain sensitive data and confidential information.
- Operate an office computer and software applications in a manner appropriate to the position.
- Analyze and resolve administrative situations and problems.
- Interpret and apply administrative and departmental policies, laws, and rules.
- Research, compile and summarize a variety of informational materials into report form.
- Compose correspondence independently or from brief instructions.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments with a minimum of direction.
- Plan, assign, and review the work of assigned clerical support staff.
- Attend City Council meetings and take minutes.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Respectfully and effectively collaborate with a variety of people of varying backgrounds and roles. Demonstrate tact, professionalism, and diplomacy.

Education and Experience:

Any combination of education and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Possession of a high school diploma or equivalent, and five (5) years of responsible administrative office support experience including two (2) years assisting executive management or a high-level official. Two years of business or secretarial school training and experience in a public agency setting are desirable.

License and Certificate:

- Possession of a valid driver license and a satisfactory driving record throughout employment.
- Notary Public Certification or ability to attain within the probationary period and throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently sit for prolonged periods of time, bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Standing in and walking between work areas is frequently required. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.