

EXECUTIVE ASSISTANT

SUMMARY/PURPOSE

Provide support to senior leadership or management personnel by effectively managing his/her schedule and performing a wide variety of responsible, complex and confidential administrative, secretarial, and analytical and research duties.

DISTINGUISHING FEATURES

An employee in this class performs duties that require considerable confidentiality, initiative, tact, and use of mature and independent judgment. This classification requires leadership qualities such as adaptability, flexibility, dependability and accountability. Much of the work is self-appointed, and requires a high degree of professional independence, initiative and self-discipline.

ESSENTIAL DUTIES AND RESPONSIBILITIES (other duties may be assigned)

1. Represent the City to the public, businesses and other agencies at the request of the appointing authority.
2. Provide information to other city departments, community organizations, committees and the public involving specialized and technical subject matter.
3. Act as a liaison between division managers or the public and represent and communicate issues and directives.
4. Provide administrative, organizational and scheduling structure and support.
5. Prepare a variety of documents and other correspondence, complex reports, including attending meetings to gather information, conducting internet and other research, writing first drafts, and producing computer graphics.
6. Prepare complex statistical, financial, administrative and budget reports.
7. Review and summarize miscellaneous reports and documents, and prepare background documents as necessary.
8. Initiate and respond to written and verbal correspondence, including composition, editing and distribution.
9. Design and implement office policies and develop recommendations for improving departmental operations and procedures.
10. Create and maintain a system for organizing and storing both electronic and hard-copy information and records, and implement record retention policies and procedures.
11. Follow up on sensitive customer complaints and inquiries.
12. Operate, maintain and train other staff on the use of a variety of modern office equipment and programs, including computers, communication/recording equipment, storage systems and media.
13. Maintain appointment schedules and calendars, provide reminders as appropriate, and coordinate travel arrangements.
14. Coordinate and organize meetings, including notification to prospective attendees, setup, pre- and post-meeting correspondence, meeting minutes and records, and any required follow-up.
15. Receive and screen communications to the administrator or management personnel including telephone calls, mail and e-mail messages, and provide assistance using independent judgment to determine those requiring priority attention; research and respond to communications as appropriate.
16. Follow up on assignments given to management staff and provide status reports to the appointing authority.
17. Provide work direction to staff as assigned, including prioritizing, assigning and directing work and projects; coordinating work schedules and approving or rejecting leave requests; establishing work standards, providing coaching and feedback; providing for ongoing training of employees in emerging methods, trends, and technologies and proper and safe work

methods and procedures; delegating authority and responsibilities to others as needed; and disseminating instructions and information to employees through oral and written communications.

18. Effectively recommend the hire, transfer, assignment, promotion, reward, discipline, suspension, or discharge of assigned personnel.
19. Monitor work sites to ensure compliance with established methods, guidelines, standards and procedures.
20. Perform special projects and other duties as assigned.

JOB REQUIREMENTS

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, skills, and abilities required.

1. Education & Experience Requirements
 - A. Two (2) year related degree or equivalent plus five (5) years of progressively responsible secretarial and administrative work experience, including at least two (2) years providing support to senior and/or executive level management; OR
 - B. A combination of verifiable education and experience equaling seven (7) years which demonstrates possession of the knowledge, skills, and abilities listed below.
2. Knowledge Requirements
 - A. Knowledge of modern methods of office administration.
 - B. Knowledge of business correspondence formatting.
 - C. Knowledge of proper telephone etiquette.
 - D. Knowledge of proper English usage, spelling, grammar and punctuation.
 - E. Knowledge of local government structure and functioning.
 - F. Knowledge of codes, regulations, and procedures relating to the operation of City government.
3. Skill Requirements
 - A. Highly proficient computer skills including Word, Excel, PowerPoint and e-mail applications.
 - B. Exemplary customer service skills including the ability to identify needs, provide prompt response, and exercise patience, respect and professionalism in all interactions.
 - C. Skill in independently prioritizing, planning, coordinating, organizing, leading and monitoring multiple organizational projects of a complex nature simultaneously and quickly adapting to changes in time frames.
 - D. Skill in communicating effectively, both orally and in writing.
 - E. Skill in researching and analyzing issues and offering creative solutions.
 - F. Highly effective organizational and time management skills.
4. Ability Requirements
 - A. Ability to use initiative and independent judgment within established policies and procedural guidelines.
 - B. Ability to exercise tact and discretion in preparing, handling and disclosing information of a confidential, controversial and/or sensitive nature.
 - C. Ability to establish and maintain effective working relationships with all levels of the organization and the public.
 - D. Ability to anticipate supervisor's needs and be prepared with answers/details.
 - E. Ability to manage projects and work through all of the details, keeping supervisor informed.
 - F. Ability to analyze and resolve office administration and procedural problems.

- G. Ability to read, understand and apply complex legal documents, contracts, etc.
- H. Ability to interpret and implement policies and procedures.
- I. Ability to read, interpret and present information efficiently and effectively.
- J. Ability to perform research and prepare reports and recommendations based on findings.
- K. Ability to efficiently respond in a calm and effective manner to a variety of demands and projects.

5. Physical Ability Requirements

- A. Ability to sit for extended periods.
- B. Fine dexterity to operate computer, calculator and other office equipment.
- C. Visual acuity to inspect documents for accuracy.
- D. Ability to hear and speak to exchange information.
- E. Ability to occasionally crouch, stoop and reach for supplies, files, etc.
- F. Ability to occasionally lift and carry office items weighing up to 10 pounds.
- G. Ability to attend work on a regular basis.

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