

EXECUTIVE ASSISTANT/SENIOR EXECUTIVE ASSISTANT

DEFINITION

Under close and general direction, provides varied, complex, and confidential office administrative and secretarial support to the City Manager and other City management and administration staff; conducts projects and administers limited programs; performs technical support work related to the responsibilities of the City Manager; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Close and general direction is given by the City Manager. Provides direct and general supervision to a small office staff.

CLASS CHARACTERISTICS

This is the highest-level paraprofessional/office administrative class series in the City.

Executive Assistant is the entry-level class in the series. Initially under close direction, incumbents with an appropriate educational or equivalent technical background learn and perform a variety of office administrative, project coordination and management support work for the City Manager and associated staff. As knowledge and experience are gained, the work becomes broader in scope, assignments are more varied, include limited programmatic duties, and are performed under more general direction. This class is alternately staffed with Senior Executive Assistant and incumbents may advance to the higher-level class after gaining the knowledge, skills and experience that meet the qualifications for and demonstrating the ability to perform the work of the higher-level class.

Senior Executive Assistant is the advanced journey-level class in the series. Incumbents perform a variety of office administrative, project coordination and management support work for the City Manager and associated staff. The work requires extensive public contact, the frequent use of tact, discretion, and independent judgment, knowledge of City activities and the ability to conduct independent projects. This class is distinguished from other office administrative classes in that the nature, scope, and diversity of responsibilities originating at City-wide level require a broader understanding of City functions and the capability of relieving City management staff of day-to-day office administrative and coordinative duties.

EXAMPLES OF DUTIES (Illustrative Only)

- Oversees and ensures that the office administrative functions of the City Manager's office are effectively carried out.
- Answers questions from, transmits information to and provides office administrative support to the City Council.
- Maintains multiple calendars and coordinates the schedules of the City Manager staff and other City management and administration as directed with those of members of Boards and Commissions, representatives of other organizations, and the public; makes travel

- arrangements as required.
- Receives and screens visitors, telephone calls, emails and regular mail; provides information and resolves issues for City staff, other organizations, and the public, which often requires the use of judgment and the interpretation of policies, rules, and procedures.
- Plans, schedules, assigns, supervises and reviews the work of assigned staff.
- Recommends selection of staff, trains staff in work procedures; authorizes discipline as required; provides policy guidance and interpretation.
- Provides a variety of support to City commissions or committees; may prepare and distribute agenda packets, attend meetings and prepare minutes, and follow-up on decisions as required.
- Coordinates and oversees a variety of City-wide community activity events, such as Memorial Day, Veterans' Day, the ATHENA Awards Program and luncheon, the City's Anniversary Party, Cove Commission Dinner, Dining Wells series, "It's Cool to Be Hot" series, City's Holiday Party, quarterly staff luncheons, Mayor's Dinner, United Way VIP Waiters Dinner and other special events; serves as committee member for other City-wide special events.
- Monitors and assists in preparing the budget for the City Manager's office.
- Attends to a variety of office administrative details, such as keeping informed of departmental activities, transmitting information, preparing contracts and agreements, arranging for equipment purchase and maintenance, attending meetings, and serving on various task forces and committees.
- Prepares detailed and often confidential correspondence, reports, forms, invitations, graphic materials, and specialized documents from drafts, notes, brief instructions, corrected copy, or dictated tapes; proofreads materials for accuracy, completeness, compliance with departmental policies, format, and English usage, including grammar, punctuation and spelling.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; may operate other department-specific equipment.
- Organizes and maintains various administrative, confidential, reference, and follow-up files; purges files as required.
- May direct the work of other office support staff on a project or day-to-day basis; may train staff in work procedures.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic organization and function of public agencies, including the role of an elected City Council and appointed boards and commissions.
- Applicable codes, regulations, policies, technical processes and procedures.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation and the training of staff in work procedures.
- Project coordination and implementation procedures.
- Standard office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Computer applications related to the work, including word processing, database and spreadsheet applications.
- Records management principles and practices.
- Business arithmetic and basic statistical techniques.

- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone.

Skill in:

- Providing varied, confidential and responsible secretarial and office administrative work requiring the use of independent judgment, tact and discretion.
- Responding to and effectively prioritizing multiple phone calls, walk-up traffic and other requests/interruptions.
- Interpreting and implementing policies, procedures, technical processes and computer applications related to the City Manager's office.
- Analyzing and resolving office administrative and procedural concerns and making process improvement changes to streamline procedures.
- Planning, organizing, scheduling, assigning, reviewing and evaluating the work of staff.
- Training staff in work procedures.
- Performing basic research and preparing reports and recommendations.
- Composing correspondence and reports independently or from brief instructions.
- Establishing and maintaining a records management system.
- Making accurate arithmetic and statistical calculations.
- Using English effectively to communicate in person, over the telephone and in writing.
- Using initiative and independent judgment within established policy and procedural guidelines.
- Organizing own work, coordinating projects, setting priorities, meeting critical deadlines and following-up on assignments with a minimum of direction.
- Word processing at a net speed of 50 words per minute from printed copy.
- Taking notes rapidly and accurately transcribing own notes.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Providing exceptional customer service to coworkers, internal customers and the public.

Education and Experience:

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

Executive Assistant: Equivalent to graduation from high school with supplemental business school or applicable college-level course work and three years of responsible office administrative, secretarial and/or general clerical experience. Experience in dealing with the public and working in a public agency setting is desirable.

Senior Executive Assistant: In addition to the above, two years of responsible office administrative, secretarial and/or general clerical experience. Possession of Associates of Arts degree from a business or community college in an appropriate curriculum is desirable and may be substituted for the experience on a year-for-year basis.

License:

Must possess and maintain a valid California class C driver's license and a satisfactory driving record.

Physical Demands:

Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

Working Conditions

Must be willing to work off-shift hours, evenings, weekends or holidays.