



## Executive Assistant

### ***Purpose of the role:***

Under administrative direction, provides a full range of varied, difficult, sensitive and confidential administrative and secretarial support functions for the City Manager, Assistant City Manager, and City Council; performs related work as required.

### ***Distinguishing Characteristics:***

Provides secretarial, administrative, and support services in a highly sensitive and rapidly changing environment involving the City's executive staff (City Manager, Assistant City Manager, Assistant to the City Manager), as well as the City Council. Responsibilities involve performing difficult, diverse, and confidential duties in support of the City Manager, Assistant City Manager, and City Council in their interactions with City Department Heads, top officials of other governmental agencies, appointed Boards, committees, and community organizations.

An Executive Assistant is distinguished from an Office Supervisor and other office support and secretarial classes by the sensitivity and complexity of the environment in which the incumbent operates and by the breadth of involvement with City-wide issues and with City Council, appointed bodies and top executives, requiring a thorough knowledge of City Council and City Manager's Office procedures and precedents.

An Executive Assistant requires emotional maturity, the ability to relay information with tact and diplomacy, a proactive approach, positive attitude, and enjoys being a team player who works well with others to get the job done.

***The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.***

### ***Essential Duties and Responsibilities:***

- Maintains calendars, schedules, and coordinates meetings of City Council, City Manager, and Assistant City Manager. Makes appointments using discretion and diplomacy in conserving the City Manager's and City Councilmembers' time and maintaining municipal goodwill
- Coordinates, makes, processes, and confirms City Manager's and Assistant City Manager's travel and other arrangements for conferences and business trips; types itineraries, and compiles expense reports and travel for City Manager and City Council
- Handles highly confidential and sensitive information regarding personnel, controversial matters, and administrative operations
- Communicates with executive, administrative, and clerical staff regarding organizational policies and procedures

- Transmits and follows up on administrative decisions to affected organizational units
- Assists in developing budget for City Council and City Manager travel / meetings
- Oversees budget development process for City Manager's Office
- Screens visitors and telephone calls for City Manager, Assistant City Manager and City Council
- Takes Summary Notes of meetings; composes and types correspondence
- Maintains accurate and up-to-date office files, records, and logs for assigned areas, develops, prepares, and monitors various logs and files for current and accurate information including manual and computer logs of specialized or technical documents
- Proofreads materials for accuracy, completeness, and compliance with City standards, policies and procedures
- Provides leadership and works with staff to ensure a high performance, customer service-oriented work environment that supports achieving the Department's and City's mission, objectives, and values
- Promotes and supports effective communication between City Manager's Office and internal departments by demonstrating leadership, trust and credibility
- Provides leadership and assistance to administrative staff throughout the organization to assist in delivering effective and robust administrative support and process improvement
- Serves as liaison for administrative staff throughout the organization to provide guidance and value-added support to co-workers
- Provides administrative support, as needed, to assigned committees, task forces, appointed Boards, and special groups; prepares, assembles, and distributes agendas; coordinates the completion of staff assignments for presentation to such groups; prepares and distributes minutes of meetings
- Serves on special committees and task forces
- Completes special projects as assigned
- Performs related duties as required

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

Knowledge of:

- Operations, services, and activities of executive managers and elected officials protocol
- Principles and practices of office management
- Basic principles and practices of municipal budget preparation and control
- Office procedures, methods and equipment including computers

***Desired  
Minimum  
Qualifications:***

- Computer applications such as Word, Excel and PowerPoint and City-wide software programs (AS400, Naviline, Laserfiche, GroupWise)
- Pertinent federal, state, and local laws, codes and regulations
- Functions of public agencies, including the role of an elected Council and appointed boards and commissions
- Organization, operation, and services of the City and of outside agencies as necessary to assume assigned responsibilities
- Principles and practices of sound business communication
- Principles of business letter writing and report preparation
- Records management principles and procedures including record keeping and filing principles and practices
- English usage, spelling, grammar, and punctuation
- Customer service and public relations methods and techniques

Ability to:

- Understand, interpret, and apply general and specific administrative and departmental policies and procedures
- Understand, interpret, explain and apply applicable federal, state and local policies, laws, and regulations
- Manage multiple and rapidly changing priorities to meet the needs and expectations of elected and appointed officials
- Organize, set priorities and exercise sound independent judgment within areas of responsibility
- Interpret, apply, explain and reach sound decisions in accordance with laws, regulations, rules and policies
- Organize, research, and maintain complex and extensive office files
- Compose correspondence, prepare documents and make arrangements from brief instructions
- Communicate clearly and effectively orally and in writing
- Prepare clear accurate and concise records and reports
- Maintain highly sensitive and confidential information
- Use a high degree of tact, discretion and diplomacy in dealing with sensitive situations and concerned and/or upset groups and individuals
- Establish and maintain highly effective working relationships with City officials and executives, officials of other governmental agencies, community organizations, interest groups, City staff, and other encountered in the course of work

***Competencies:***

- Interpersonally Effective
- Customer Focused
- Strategic Thinker
- Problem Solver and Decision Maker
- Planner and Organizer
- Accountable
- Technically Knowledgeable

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

**Education:**

Bachelor's degree from an accredited college or university with major course work in business administration, public administration, or related field.

***Education and  
Experience  
Guidelines:***

**Experience:**

Six years increasingly responsible office administrative or secretarial experience. Demonstrated expertise and proficiency in advanced computer software skills in Word, Excel, PowerPoint, etc., in addition to advanced internet research. Experience in a municipal government setting dealing with elected and appointed officials is highly desirable.

**Licenses; Certificates; Special Requirements:**

A valid Class C California driver's license is required.

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

***Physical and  
Environmental  
Conditions:***

**Physical:** Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near vision in reading correspondence, statistical data and using a computer, an acute hearing is required when providing phone service and communicating in person. The need to lift, drag, and push files, computer reports, or other materials weighing up to 25 pounds also is required.

**Mental:** While performing the duties of this class, an employee is regularly required to use written and oral communication skills; read and interpret data and information; observe and interpret situations; analyze and solve problems; learn and apply new information and skills; perform highly detailed work on multiple, concurrent tasks; meet intensive and rapidly changing deadlines and priorities; and interact with City officials, officials of other governmental agencies, staff, community organizations, interest groups, vendors and suppliers, and the public.

**Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee works under typical office conditions and the noise level is usually quiet.

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.*

*Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.*

Date Adopted: 07/02/05

Date Revised: 02/16/17