

EXECUTIVE ASSISTANT

Definition:

Under general supervision provides a wide variety of responsible, complex, sensitive and administrative support and secretarial duties to the City Manager; screens, prioritizes and directs callers, visitors and communications; coordinates calendars, meetings and special events with department heads, staff and public and private representatives; coordinates agendas, prepares reports and administers related communications; provides a variety of department related, specialized and other support duties of substantial difficulty and performs related work as required.

Class Characteristics:

The Executive Assistant is distinguished from administrative assistant classifications by its responsibility for providing administrative support to the City Manager, who is also the Municipal Employee Relations Officer, and the City Manager's Office, its broader and continuing interfaces with political and elected officials, department heads, local community and business representatives and other governmental representatives, the resulting depth and breadth of related duties and involvement in and exposure to the preparation of Memorandums of Agreement, other confidential labor relations related documents and sensitive personnel documents. The duties performed by the Executive Assistant require the highest level of sensitivity and tact, a thorough understanding of a wide range of City programs, services, departments and legislative and administrative practices and placement in the Confidential Unit

Essential Duties and Responsibilities:

The responsibilities and essential duties performed on a frequent and recurring basis by an incumbent include the following:

Operates a personal computer and uses applicable software to produce a variety of correspondence, memoranda, reports and other materials.

Prepares or assists in the preparation and distribution of notices, applications, agendas, resolutions and other documents.

Types confidential labor relations material, including letters for grievance hearings and composes correspondence/prepares other documents of a highly confidential nature.

Reviews and checks documents, records and forms for accuracy, completeness and conformance to applicable rules and regulations.

Gathers information and composes correspondence in reply to various requests, inquiries and questionnaires.

Establishes, maintains and revises complex office filing systems; maintains records of expenditures and departmental personnel records.

Relays messages/instructions and provides information to City staff and members of the public, in person or by telephone, where judgment, knowledge and interpretation of departmental and City policies and regulations are necessary.

Prepares, processes and maintains departmental and department head payroll and personnel records.

Receives complaints and exercises judgment in determining proper course of action.

Screens telephone calls, visitors and written and electronic communications and exercises judgment in determining proper course of action and/or refers same to appropriate staff.

Organizes, coordinates, schedules and evaluates the work of secretarial and clerical staff and conducts performance appraisals.

Schedules appointments and meetings for the City Manager including department heads, City Council and other staff meetings and maintains the City Manager's calendar.

Assists Council members as needed with special projects, scheduling, citizen inquiries and related items.

Prepares agenda materials for City Council meetings, including confidential closed session items and edits Council agenda items from all City departments prior to City Manager's review.

Collects, summarizes, reviews and prepares information, statistics, financial data and other information as needed.

Makes recommendations regarding clerical appointments and changes in procedure.

Opens the City Manager's mail, coordinates the ordering of office supplies and operates a variety of office equipment.

Performs a variety of specialized support duties and other tasks related to the functions of the City Manager Department.

Other Duties and Responsibilities Include:

Performs other projects/tasks as assigned.

May lift and carry boxes of files and other items weighing 30 pounds or less.

May drive a vehicle on City business.

Contacts and Relationships:

The Executive Assistant establishes and maintains contact with staff in the City Manager Department and has continuing and substantial interaction with a full range of City employees including department heads and City Council members. Additional contact will occur with the media, contractors, vendors, public and private groups and their representatives and the general public.

Qualification Guidelines:

The knowledge and abilities which are required to perform the duties and responsibilities of this class include the following:

Knowledge of:

English usage, spelling, grammar and punctuation.

Office administration and management practices and procedures.

Principles and practices of business communication and report writing.

Organization of City government and roles and responsibilities of the City Manager and City Council members.

Applicable laws, ordinances, rules, regulations, policies, collective bargaining agreements and administrative procedures.

Agenda and event planning methods and techniques.

Financial recordkeeping, purchasing and budgeting practices.

Business math.

Computer applications related to area assigned including spreadsheet and graphics applications.

Research methods and techniques.

Filing and indexing methods.

Supervisory principles and techniques.

Receptionist, telephone and customer service techniques.

AND

Ability to:

Perform highly responsible executive support and secretarial work involving the use of independent judgment.

Learn, interpret and apply department policies, laws, rules and regulations and Memorandums of Agreement applicable to the City Manager's Office.

Compose correspondence independently.

Communicate effectively orally and in writing in English.

Adhere to multiple deadlines and handle multiple projects.

Prepare reports with accuracy and speed and make accurate mathematical calculations.

Supervise, coordinate and train assigned staff and evaluate their work.

Maintain the confidentiality of personnel records, sensitive collective bargaining material and other sensitive information.

Establish and maintain effective relationships with those contacted in the course of work.

Read and write at the level required for successful job performance.

Operate a personal computer and use applicable software.

Understand and carry out oral and written directions independently.

Meet the public with courtesy and tact.

A typical way to obtain the knowledge and abilities is as follows:

Education:

Graduation from high school.

AND

Experience:

Five years of increasingly responsible secretarial or clerical duties involving substantial public contact, including three years of experience at the Administrative Assistant I level with the City of Fullerton or in a similar position and one year of lead experience and one year of experience planning and coordinating meetings.

Special Requirements Include:

Valid and appropriate California Drivers License and acceptable driving record at time of appointment and throughout employment in this position.

Type at a net speed of 50 words per minute.

Must be able to work a flexible schedule to accommodate City needs.

California Government Code §3100 – 3109 requires that all public employees are to be declared disaster service workers and shall take and subscribe to the related oath or affirmation as required.

Physical Tasks and Working Conditions Include the Following:

Work is performed in an office environment and requires sitting for prolonged periods of time. The incumbent uses a computer, keyboard and related equipment, stands, walks and may twist, reach, bend, crouch, kneel, grasp, push, pull, drag and lift boxes of files and other office items weighing 30 pounds or less. The incumbent may drive a vehicle on City business and must be able to meet the physical requirements of the class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

Fair Labor Standards Act Designation: Non-exempt.

Revised September 2007 and Title Changed from Executive Secretary

Revised April 2001

Revised November 1996