

EXECUTIVE ASSISTANT TO THE CITY MANAGER

Approved: July 2016

FLSA: Non-exempt

Unit: SEIU



Definition
Under general direction, provides varied, complex, and confidential office administrative support to the City Manager, Assistant City Manager, Mayor, and City Council including handling confidential materials and complex citizen and employee issues; conducts special projects; acts as the first point of contact for the City Manager, Mayor, City Council, other departments, and the public to resolve issues and concerns; provides information to the public and staff requiring considerable knowledge of City and department services, policies, and procedures; performs the office administrative functions of the City Manager's Office; and performs related work as required.
Supervision received and exercised
Receives general direction from the City Manager. May provide functional and technical direction to other staff on an as-needed basis.
Class characteristics
This is the highest-level administrative support class in the organization and is assigned to the City Manager's Office. Incumbents perform a variety of administrative and project coordination support work for the City Manager, Mayor, City Council, 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 a City-wide level require a broader understanding of City functions and the capability of relieving City management staff of day-to-day administrative and coordinative duties.
Examples of typical job functions (illustrative only)
Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. <ul style="list-style-type: none">• Provides administrative support to the City Manager, Assistant City Manager, Mayor, and City Council by assisting with duties of an advanced, complex, sensitive, and confidential nature; represents the City Manager's Office at meetings as assigned; acts as a liaison between the City Manager and other staff and the public, coordinating resolutions and following up with staff when appropriate.• Coordinates and maintains multiple calendars and schedules meetings and appointments for the Mayor, City Council members, and the City Manager; makes travel arrangements as required.• Receives and screens visitors, telephone calls, emails, and regular mail; provides information to the public to ensure an understanding of departmental and City policies and procedures; listens to questions and explains procedures according to existing guidelines; refers citizens to the appropriate department source as appropriate; identifies, negotiates, and/or resolves solutions to citizen complaints and problems when appropriate.• Composes, types, and edits a variety of documents including detailed and often confidential correspondence, forms, memos, reports, statistical reports, invitations, graphic materials, and specialized documents for the City Manager and other management and department staff from rough draft, dictation equipment, handwritten copy, verbal instructions, or from other material; proofreads materials for accuracy, completeness, compliance with departmental policies, format, and English usage, including grammar, punctuation, and spelling; inputs and retrieves data and text using a computer.• Plans, organizes, and coordinates City events, and assists in planning, organizing, and coordinating Council receptions and dinners, and various meetings.• Coordinates and participates in the preparation of the City Manager Office's budget; reviews and ensures accuracy of budget documents; processes payment authorizations for City Manager and City Council invoices; tracks, enters, and maintains purchase orders in financial database system.• Designs and implements file, index, tracking, and record-keeping systems; researches records within areas of assigned responsibility to prepare reports and provide follow-up information to customer and staff inquiries; organizes and maintains various administrative, confidential, reference, and follow-up files and records for the City Manager, Assistant City Manager, Mayor, and City Council .• Provides a variety of support to City commissions, committees, and/or task forces; provides back-up support to the City Clerk's functions, including production and distribution of agenda packets, attending meetings and preparing minutes, and following up on decisions as required.• Attends to a variety of office administrative details, such as purchasing supplies, arranging for equipment purchase and maintenance, and attending meetings.• Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones.

- Ensure office work flow is maintained and office goals are met; evaluates office and administrative functions to recommend changes in office procedures.
- Performs other duties as assigned.

Qualifications

Knowledge of

- Practices and methods of office management and administration, including the use of standard office equipment.
- Organization and function of public agencies, including the role of an elected City Council and appointed boards and commissions.
- Applicable Federal, State, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility.
- Principles and procedures of record-keeping and reporting.
- Principles and practices of data collection and report preparation.
- Business letter writing and the standard format for reports and correspondence.
- Business mathematics and basic statistical techniques.
- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, web design, database, and spreadsheet applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to

- Maintain confidentiality and be discreet in handling and processing confidential information and data.
- Interpret, apply, explain and ensure compliance with applicable Federal, State, and local laws, rules, regulations, policies, and procedures, as well as complex administrative and departmental policies and procedures.
- Perform responsible administrative support work with accuracy, speed, and minimal supervision.
- Provide varied and responsible office administrative work requiring the use of tact and discretion.
- Participate in the preparation of department budget, including gathering and analyzing data related to expenditures and projected charges and monitoring budget expenditures and revenues.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Compose correspondence and reports independently or from brief instructions.
- Understand and carry out complex oral and written directions.
- Research, analyze, and summarize data and prepare accurate and logical written reports.
- Make accurate arithmetic, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate office equipment and computer applications related to the work.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and experience

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

- Equivalent to the completion of the twelfth (12th) grade supplemented by college-level coursework and/or specialized secretarial courses.
- Five (5) years of responsible administrative office support experience assisting executive management or a high-level official, including office management.

Licenses and certifications

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

Physical demands

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. 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 occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

Environmental elements

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.