

# EXECUTIVE ASSISTANT

Approved: July 2016

FLSA: Non-exempt

Unit: SEIU



<b>Definition</b>
Under general direction, provides varied, complex, and confidential office administrative support to the Police Chief's office, including handling confidential materials and complex citizen and employee relations; conducts special projects; acts as the first point of contact for the Chief of Police, Deputy Chief of Police, and other department management with other departments and the public to resolve issues and concerns; assists in coordinating ceremonies, events and meetings; provides information to the public and staff requiring considerable knowledge of City and department services, policies, and procedures; manages the office administrative functions of the Police Chief's Office; performs technical support work related to the responsibilities of the Chief of Police; and performs related work as required.
<b>Supervision received and exercised</b>
Receives general direction from the Chief of Police. May exercise functional and technical direction over assigned administrative support staff.
<b>Class characteristics</b>
The Executive Assistant classification is distinguished from other office administrative classes in the nature, scope, and diversity of responsibilities originating at a department-wide level requiring a broader understanding of City and department functions and the capability of relieving department management staff of day-to-day administrative and coordinative duties. The work requires extensive public contact, the frequent use of tact, discretion, confidentiality, and independent judgment, knowledge of City and department activities, policies and procedures, and the ability to conduct independent projects.
<b>Examples of typical job functions (illustrative only)</b>
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"><li>• Provides administrative support to the Chief of Police and the Deputy Chief of Police by assisting with duties of an advanced, complex, sensitive, and confidential nature; represents the department at meetings as assigned; acts as a liaison between the Chief of Police and other staff and the public, coordinating resolutions and following up with staff when appropriate.</li><li>• Coordinates the calendar and schedules meetings and appointments for the Chief of Police makes travel arrangements as required.</li><li>• Creates identification cards for new employees, officers, and retired individuals that qualify to carry firearms as well as other groups that require identification badges for departmental use.</li><li>• Receives and screens visitors, telephone calls, and correspondence; 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.</li><li>• Composes, types, and edits a variety of documents including detailed and often confidential correspondence, forms, memos, reports, statistical reports and specialized documents for the Chief of Police and other department staff from rough draft, 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; prepares articles and documents for social media purposes; inputs and retrieves data and text using a computer; processes all outgoing certified letters for 14601, property and code enforcement and other officer needs.</li><li>• For City Council meetings, prepares proclamations and resolutions for presentation to community members, retiring officers and individuals who have performed heroic actions.</li><li>• Provides information and assistance to City staff, other agency personnel, and the public, requiring the use of judgment and the interpretation of policies, procedures or rules; assists in coordinating office.</li><li>• Completes assigned department bookkeeping functions such as performing Calcard reconciliations by receiving receipts and credit card statements to prepare documentation for the Finance Department, preparing monthly budget updates and submits adjustments, requesting overtime cost reimbursement, tracking fixed assets in the department, preparing purchase orders and paying incoming contracts, and processing petty cash requests including tracking and submitting receipts and vouchers.</li><li>• Trains new sergeants in procedures such as the processing of requests, use of financial systems for budget tracking monthly budget updates, Calcard reconciliation, overtime analysis, overtime reimbursement petty cash disbursement.</li><li>• For biweekly payroll, verifies hours and ensures proper coding on payroll sheets.</li></ul>

- Plans, organizes, and coordinates various police department ceremonies, events, receptions, and meetings.
- Designs and implements file, index, tracking, and record-keeping systems; researches records within areas of assigned responsibility, including employee performance files, 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 Chief of Police and Deputy Chief of Police.
- Coordinates purchase and shipment of department specific clothing attire; monitors and orders office and other related supplies; prepares, processes, and tracks purchase requisitions for services and materials; receives vendor invoices; prepares request for payment for management approval.
- Assists in developing and implementing office objectives, policies, procedures and work standards; maintains policy and procedure manuals.
- Researches and compiles moderately complex information including officer statistics for workload analysis from a variety of sources for the completion of forms or preparation of reports.
- Processes various forms, applications, permits, including concealed carry permits and check cashing permits, or other documents requiring in-depth technical knowledge of the department's functions.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones.
- Completes special projects as assigned.
- Performs other duties as assigned.

### Qualifications

#### Knowledge of

- Operations, services, policies, procedures and processes of a Police Department.
- Rules and regulations governing the release of sensitive public safety documents and information.
- Methods and techniques of handling sensitive communications with a public safety department.
- 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 the police department.
- Applicable Federal, State, and local laws, codes including the Penal Code and Vehicle Code, rules including those from the Department of Justice, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility.
- Methods of preparing and processing various records, reports, forms and other documents particular to assigned department or program.
- Record-keeping, report preparation and filing systems and methods.
- Basic bookkeeping, business arithmetic and statistical techniques.
- Modern office practices, methods, and computer equipment and applications related to the work.
- 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

- Understand, apply all pertinent laws, codes, regulations, policies and procedures, and standards governing administrative operations in a Police Department.
- Perform complex and varied administrative work involving considerable independent judgment.
- Organize work, set priorities, meet critical deadlines and follow up on assignments with a minimum of direction.
- Alleviate police executives and management of administrative related tasks.
- Analyze complex administrative problems, evaluate alternatives and make sound recommendations.
- Establish and maintain accurate records and files.
- Research and compile a variety of information and materials.
- Compose correspondence and reports independently or from brief instructions.
- Type and/or word process accurately at speeds necessary for successful job performance.
- Participate in the preparation of department budget, including gathering and analyzing data related to expenditures and projected charges and monitoring budget expenditures and revenues.
- Maintain a high degree of confidentiality.
- Understand and follow oral and written instructions.
- Perform required mathematical computations accurately.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.

- Use fact, 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 specialized secretarial courses.
- Five (5) years of responsible administrative office support experience, two (2) of which should be experience assisting executive management positions.

**Licenses and certifications**

- None

**Physical demands**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; 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 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.