

EXECUTIVE ASSISTANT

DEFINITION

Under general supervision, provides responsible administrative assistance and support to an executive manager or department head and principal staff; coordinates office activities and performs other related work as required.

DISTINGUISHING FEATURES

Positions in this class are characterized by administrative and executive support, supervisory, and/or related responsible duties, which vary position to position and may include overall office coordination, assigned project responsibilities and/or the performance of highly technical assignments involving functions of the assigned department. This class is distinguished from other administrative assistant classes in that the nature, scope, and diversity of assigned responsibilities require a broader understanding of City functions and the ability to perform duties that require the significant exercise of independent discretion and judgement.

EXAMPLES OF DUTIES

The following list of duties is intended only to describe the various types of work that may be performed and the level of technical complexity of the assignment(s) and is not intended to be an all-inclusive list of duties. The omission of a specific duty statement does not exclude it from the position if the work is consistent with the concept of the classification or is similar or closely related to another duty statement.

Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Essential Duties

1. Participates and assists in the administration of the assigned department; coordinates overall office functions and work flow; performs detailed administrative duties on behalf of the executive manager or department head and other principal staff.
2. Serves as a primary resource for staff regarding policy, procedural, informational or technical inquiries requiring a thorough knowledge of departmental and City operations.
3. Performs a wide variety of complex, responsible, and confidential administrative assistance and other operational duties.
4. Performs difficult and responsible data entry, document production and data organization through the use of a computer and other office technology.
5. Prepares a variety of written material including email correspondence, reports, charts, spreadsheets and statistical data that may be complex, technical and/or confidential.; maintains and updates website information.
6. Establishes and maintains complex and confidential files and recordkeeping systems; maintains inventory and orders supplies; maintains manuals and updates resource materials; copies, collates and distributes information; opens, sorts and distributes mail.
7. Answers telephones and receives visitors; schedules appointments, maintains calendars and arranges and coordinates meetings and events.
8. Provides information, routes inquiries, resolves complaints and interprets and explains policies and procedures, ensuring the appropriate distribution and release of confidential or sensitive information; acts as liaison with other departments and agencies; may serve as a member of City-wide committees or groups; may attend meetings on behalf of the department.
9. Compiles, researches and analyzes information and prepares various reports and summaries.
10. Coordinates or processes departmental payroll and/or other fiscal transactions.
11. May assist in departmental budget preparation and budget administration.
12. Coordinates clerical work activities and determines work priorities and methods; provides lead direction and training for clerical employees; may supervise assigned staff.

WORKING CONDITIONS:

- Office or police/fire station environment.
- Noise level is usually moderate, ambient office sounds such as speaking, working office equipment, and software.
- Frequent interaction with City departments, the general public, and/or citizens which may include responding to various inquiries, providing City or department information, and interacting with upset customers, staff, and the public in interpreting and enforcing departmental policies and procedures.

PHYSICAL DEMANDS:

- Dexterity of hands and fingers to operate objects, controls, and/or tools such as but not limited to a computer keyboard or calculator and to operate standard office equipment.
- Seeing to interpret, read, and maintain various documents, such as files, contracts, and reports, in electronic and non-electronic formats.
- Hearing and speaking to present and exchange information and to communicate in person and by telephone.
- Frequent sitting for extended periods of time
- Occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.
- Occasionally lift, carry, push, and pull materials and objects up to 25 pounds.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from high school, supplemented by college level coursework in areas such as business administration or public administration.

Experience: Five years of responsible administrative support experience involving public contact and office administration.

Knowledge

Knowledge of modern office practices and procedures; basic accounting principles; modern office technology and software including computers; filing, indexing and cross-referencing methods; correct English usage, spelling, grammar and punctuation; business letter writing and report preparation; various document formats and presentations.

Ability

Ability to perform complex administrative support work with speed and accuracy; type at 45 words per minute; coordinate departmental office operations; effectively perform regular job duties and tasks on a computer; proficiently use Microsoft Office suite and related software; interpret and apply established department and City policies, procedures and codes; interpret and analyze information; prepare complex records and reports; perform arithmetic calculations; administer departmental accounting functions; work effectively under pressure and with frequent interruptions; use initiative and exercise independent judgment; establish and maintain accurate records; communicate effectively; establish and maintain effective working relationships with employees and the general public; coordinate clerical work activities and determine work priorities and methods; provide lead direction and training to clerical staff, and supervise assigned staff.

Other Requirements

Possession of a valid California Driver's License and satisfactory driving record at the time of appointment is required as a condition of initial and continued employment only if the operation of a vehicle, rather than the employee's ability to get to/from various work locations in a timely manner, is necessary to perform the essential functions of the position.