

EXECUTIVE ASSISTANT TO THE CITY MANAGER

DEFINITION

To perform a wide variety of highly responsible, confidential and technically complex and detailed administrative office support duties for the City Manager and executive/management staff in the City Manager's Office; and to perform related administrative office duties and projects as assigned.

DISTINGUISHING CHARACTERISTICS

The Executive Assistant to the City Manager is a single position classification and is the highest office administrative/secretarial class in the City. The primary responsibility is to manage the administrative work of the City Manager's Office and to ensure efficient service for the City Manager's Office, City Council, and the public. Responsibilities require tact, discretion, diplomacy, initiative and independent judgment, as well as knowledge of City activities and a strong ability to implement City administrative procedures. This class is distinguished from other office administrative classes in that the nature, scope, and diversity of responsibilities require a broader understanding of City functions and the competence to perform duties that require the exercise of discretion and independence with respect to matters of significance.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the City Manager and Assistant City Manager.

May exercise direct supervision over assigned administrative support staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Perform a wide range of highly responsible, confidential and technically complex and detailed administrative office duties for the City Manager or their designee; coordinate the City Manager's calendar; screen incoming calls and visitors; make travel arrangements and appointments.

Create, organize, manage and maintain, copy and/or scan a variety of files and records, manuals, resource materials, and confidential files as assigned; monitor and purge files and records per appropriate document retention protocols; prepare staff reports and assist with website updates as backup as requested.

Serve as the contact and liaison for assigned functions and programs with other City departments and staff, the general public, outside agencies and organizations; explain a variety of programs, policies and activities; refer to executive/management staff sensitive and controversial issues as appropriate.

Perform a variety of special projects and research assignments as assigned by the City Manager or designee; plan, organize and schedule meetings, business lunches, special events, team building and training programs as assigned.

Plans, directs, reviews, and evaluates the work of any assigned office staff; trains staff in work procedures; provides effective input into selection and discipline; ensures and coordinates coverage for the office at all times.

Composes, prepares and proofreads confidential correspondence, reports, and other complex documents.

Assist the Human Resources Division in various duties including design of job announcements, arranging and scheduling interviews, coordinating background checks, coordinating pre-employment physical examination appointments, random DOT/medical appointments for public works and paratransit and related specialized requirements and processes; file, maintain and archive confidential employee personnel records and other confidential and sensitive documents as assigned.

Attend City Council meetings and other meetings to take minutes or perform other functions as assigned.

Requisition, store, and maintain an inventory of office supplies and equipment.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles, practices, methods and trends of municipal government operations as needed to assume assigned responsibilities.

Methods, procedures, techniques, and activities of assigned functions and programs including the administrative office procedures and processes of an executive office.

Methods and principles needed for analysis; research, detailed records management and report writing.

Technical knowledge, computer skills and other expertise needed for the specialized area of assignment.

Principles and practices of public relations and internal/external customer service techniques.

Principles of supervision, training, and employee development.

Relevant local, State, and Federal laws, rules and regulations related to area of assignment.

Ability to:

Perform a wide variety of highly responsible, sensitive, complex and detailed administrative office support duties for the City Manager and executive/management staff in the City Manager's Office and related administrative office duties and projects.

Intermittently, review and evaluate documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve issues for the public and with staff.

On a continuous basis, sit at desk for long periods of time or stand at public counter; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Maintain confidentiality; use tact and discretion in communications with government officials, the City Council, representatives of business or community organizations, the public, and multiple levels of City personnel to exchange information and explain City administrative policies and procedures.

Create, organize, manage, maintain and scan a variety of files and records, manuals, resource materials, and confidential documents and files.

Prepare staff reports, create and maintain calendars, schedules, recruitment materials, and a variety of other detailed documents in an accurate and timely manner.

Manage special projects, attend meetings, take minutes, and organize events, meetings and trainings.

Make process improvement changes to streamline procedures.

Use sound judgment in recognizing scope of authority.

Operate and use modern office equipment including computers and applicable software.

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Utilize appropriate safety procedures and practices for assigned duties.

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

Work with various cultural and ethnic groups in a tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.

Experience and Training

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

Experience:

Five years of responsible office administration experience including experience in providing support to executive level staff.

Training:

Equivalent to an Associate's degree from an accredited college in business, public administration, or a related field.

License and Certificate

Possession of, or ability to obtain, a valid California driver's license.

Established: December 2010

Retitled from Executive Assistant: February 2019

FLSA: Non-Exempt