



## EXECUTIVE ASSISTANT TO THE CITY MANAGER

### **DEFINITION**

Under general direction, provides varied, complex, and confidential office administrative support to the City Manager, Mayor, and City Council including handling confidential materials and complex citizen and employee relations; 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; assists in coordinating City-sponsored 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 City Manager's Office; performs technical support work related to the responsibilities of the City Manager; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the City Manager. Exercises no direct supervision over staff.

### **DISTINGUISHING CHARACTERISTICS**

This is the highest-level administrative support class 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 requiring 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.*

- Provides administrative support to the City Manager, Mayor, and City Council 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 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.

- Drafts monthly newsletters and weekly departmental updates of City activities for City Manager use.
- Plans, organizes, and coordinates city events and assists in planning, organizing, and coordinating Council receptions and dinners, and various meetings; participates in the planning and coordination of employee events.
- Coordinates and participates in the preparation of the department'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, Mayor, and City Council.
- Provides a variety of support to City commissions, committees, and/or task forces; may prepare and distribute agenda packets, attend meetings and prepare minutes, and follow-up on decisions as required.
- Coordinates City Hall tours on behalf of the Mayor.
- 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.
- Performs other related duties as assigned.

### **JOB-RELATED QUALIFICATIONS**

#### **Knowledge of:**

- 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.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

#### **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 general supervision.

- 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.
- Research, analyze, and summarize data and prepare accurate and logical written reports.
- Make accurate arithmetic, financial, and statistical computations.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the City in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- 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 graduation from the twelfth (12<sup>th</sup>) grade supplemented by college-level coursework and/or specialized secretarial courses and 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 a valid California Class C Driver's License and a good driving record, at the 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 CONDITIONS**

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.