

**EXECUTIVE ASSISTANT TO THE CITY MANAGER**

**DEFINITION**

Under general direction, provides varied, complex, and confidential office administrative and secretarial support to the City Manager, City Council, and related management staff; conducts special projects and administers limited programs; manages the City Manager's office staff and operations; acts as the first point of contact for the City Council, other departments, and the public to resolve City-wide issues and concerns; 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. Provides technical and functional direction and training to clerical staff assigned to the City Manager's Office.

**CLASS CHARACTERISTICS**

This is a confidential class pursuant to the City's employee relations policy. The class is the highest-level administrative support and an experienced-level paraprofessional class in the City Manager's Office. Incumbents perform a variety of highly confidential office administrative, project coordination, and management support work for the City Manager, City Council, other department directors, 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 support classes in that the nature, scope, diversity, and confidentiality of responsibilities originating at City-wide level require a broader understanding of City functions and the capability of relieving City management staff of day-to-day office administrative and coordinative duties.

**EXAMPLES OF ESSENTIAL 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 varied, confidential, and responsible office support to the City Manager and various City management and administrative personnel, as needed; oversees and ensures that the office administrative functions of the City Manager's office and the City Council are effectively carried out.
- Oversees and ensures that the office administrative and clerical functions of the City Manager's office are effectively carried out.
- Oversees and supervises the clerical duties of technical and administrative incumbents within the City Manager's Office.
- Maintains multiple calendars and coordinates the schedules of the City Manager staff, the City Council, and other City management and administration; and makes travel arrangements as required.
- Organizes and coordinates meetings, conferences, City Council meetings, and other functions for the City.
- Receives and screens visitors, telephone calls, emails, and regular mail; provides information and resolves issues for City staff, other organizations, and the public, which often requires the use of

- judgment and the interpretation of policies, rules, and procedures.
- Types and assembles reports, manuals, correspondence, and other materials containing highly confidential information; independently responds to letters and general correspondence (i.e., composes and prepares letters, memoranda, and reports pertaining to standard policies).
  - Researches, compiles, organizes, and analyzes information and data for special projects and various reports, publications, and newsletters; designs and implements forms; prepares written materials to explain City programs and procedures.
  - Takes and transcribes minutes during various meetings.
  - Attends to a variety of office administrative details, such as keeping informed of departmental activities, transmitting information, preparing contracts and agreements, purchasing supplies, arranging for equipment purchase and maintenance, attending meetings, and serving on various task forces and committees.
  - Acts as Secretary to the City Council; types confidential correspondence, provides office administrative support, and makes meeting and other arrangements for the Mayor and Council.
  - Coordinates, prepares, and provides for the distribution of the bi-monthly City Council agendas; organizes, duplicates, and distributes Council communications submitted from staff.
  - In the absence of the Deputy City Clerk, attends City Council meetings; takes and transcribes Council minutes; records vote counts on resolutions presented; prepares and types Council Resolutions and other materials.
  - Attends other Commission and committee meetings as required.
  - Opens City mail and makes distribution to various departments; prioritizes incoming mail for the City Manager.
  - Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; may operate other department-specific equipment.
  - Organizes and maintains various administrative, confidential, reference, and follow-up files; purges files as required.
  - Directs, coordinates, reviews, and evaluates the work of office support staff on a project or day-to-day basis; participates in the selection of clerical staff and trains staff in work procedures.
  - Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Organization and function of public agencies, including the role of an elected City Council and appointed boards and commissions.
- Principles, practices, and procedures of public administration in a municipal setting.
- Basic research and reporting methods, techniques, and procedures.
- Sources of information related to a broad range of municipal programs, services, and administration.
- Applicable Federal, State, and local codes, regulations, and departmental policies, technical processes and procedures, and legislative processes.
- Public relations techniques.
- Record keeping principles and procedures.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection and report preparation.
- Modern office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.

- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

**Ability to:**

- Provide varied, confidential, and responsible secretarial and office administrative work requiring the use of independent judgment, tact and discretion.
- Respond to and effectively prioritize multiple phone calls, walk-up traffic, and other requests/interruptions.
- Interpret and implement policies, procedures, technical processes, and computer applications related to the City Manager's office.
- Perform basic research and prepare reports and recommendations.
- Analyze and resolve office administrative and procedural concerns and make process improvement changes to streamline procedures.
- Organize, maintain, and update office database and records systems.
- Enter and retrieve data from a computer with sufficient speed and accuracy.
- Take notes rapidly and accurately transcribe own notes.
- Compose correspondence and reports independently or from brief instructions.
- Establish and maintain a records management system.
- Make accurate arithmetic and statistical calculations.
- 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 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 tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the 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 (12<sup>th</sup>) grade, and five (5) years of experience in general clerical, office administrative, or secretarial work. Two years of college coursework in business administration or a related field, plus experience in providing technical and administrative support to executive-level management in a public agency is desirable.

**License:**

- Valid California class C driver's license with satisfactory driving record may be required.

**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 in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter 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 necessary to perform job functions.

### **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.