

**CLASS SPECIFICATION
Executive Assistant I**

GENERAL PURPOSE

Under general supervision, performs a variety of difficult, responsible, sensitive and confidential office administrative and secretarial support functions for a department director; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Executive Assistant I is responsible for providing a wide array of complex, diverse and confidential secretarial, administrative and support services to a department director, often in a highly sensitive and rapidly changing environment. The incumbent operates in an environment characterized by involvement in broad City-wide issues and interaction with top executives and elected officials on complex and sensitive matters.

Executive Assistant I is distinguished from Executive Assistant II in that incumbents in the latter class perform a variety of difficult, sensitive and confidential support services for the Assistant City Manager, Mayor and City Council, requiring a higher degree of independent judgment and a thorough knowledge of City functions, policies and procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Provides secretarial and administrative support to a department director; using word processing software, drafts and/or types materials, memoranda, correspondence, reports, agreements, presentations, newsletters, forms and other documents often of a highly sensitive and confidential nature; proofreads and checks typed and other materials for accuracy, completeness and compliance with City standards, policies and procedures; ensures materials, reports and documents for signature are accurate and complete.
2. Maintains the department's and director's calendar; coordinates, arranges and confirms meetings; screens requests for appointments; makes and confirms travel arrangements; submits conference registration; arranges hotel and flight reservations; prepares travel and direct pay requests.
3. Receives and screens visitors and telephone calls, providing information and handling issues that may require sensitivity and the use of sound independent judgment; conducts research, responds to requests for information and complaints from officials, customers and the public; refers certain issues to appropriate staff or takes or recommends action to resolve the issue; reviews, determines the priority of and routes assigned incoming correspondence; prepares responses to department head e-mail as appropriate.

4. Acts as liaison in coordinating matters between the department and other department heads and managers; follows up to ensure that needed action is taken.
5. Researches and assembles information from a variety of sources for the preparation of records, correspondence and reports; designs, creates, organizes and maintains specialized and other office files; establishes and maintains confidential, subject and tickler files; prepares and posts agendas and reports; manages action items for staff; compiles, maintains and updates department work programs.
6. Prepares and maintains department attendance and time off records; prepares and submits employee timesheets; prepares documents for department personnel changes; maintains confidential personnel records and rosters.
7. Reviews departmental and other assigned expenses and monitors assigned budget balances; compiles data and provides other support and assistance in preparation of the department's annual budget.
8. Assists and participates in the development and update of department policies and procedures and the department's administrative policy manual.
9. Orders department supplies and equipment and prepares monthly reconciliations; receives and inspects shipments for accuracy and quality; tracks purchase orders and invoices; prepares requisitions and direct pay requests; resolves discrepancies with vendors; processes invoice payments and requests for reimbursement; delivers monies to City Hall as required.
10. Plans, organizes and makes arrangements for special events and meetings; secures event locations and arranges setup; takes, transcribes and distributes meeting minutes.

OTHER DUTIES

1. Provides guidance to other secretarial and clerical staff; coordinates and oversees office workflow; develops, tracks and submits workload indicators; provides backup support for other department support staff; may conduct monthly clerical staff meetings; obtains identification badges, building keys and alarm codes for staff.
2. Attends a variety of meetings, training sessions, conferences and seminars.
3. Conducts special projects as assigned.
4. Processes facility maintenance requests as needed; prepares help desk requests for information technology problems as needed.
5. May coordinate the scheduling of the City's Council Chamber; establishes annual reservation calendars; processes requests for recurring and individual meeting from City staff and external parties; prepares and collects facility use request forms and provides information to facilities and media staff on requested room configurations; obtains proof of insurance and hold-harmless agreements from non-City users; answers questions regarding room usage and availability.

QUALIFICATIONS

Knowledge of:

1. Office administrative and management practices and procedures.
2. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
3. City organization, ordinances, rules, policies, procedures and operating practices related to areas of responsibility.
4. Terminology, work processes and local, state and federal requirements applicable to areas of assigned responsibility.
5. Basic functions of public agencies, including the role of an elected Council and appointed committees and commissions.
6. Advanced uses of word processing, graphics, spreadsheet, database and other software to create documents and materials requiring the interpretation and manipulation of data.
7. Principles and practices of public administration, including budgeting, purchasing and maintenance of public records.

Ability to:

1. Operate a computer, word processing and spreadsheet software and other standard office equipment.
2. Manage multiple and rapidly changing priorities to meet the needs and expectations of elected and appointed officials and executives.
3. Type accurately at a speed necessary to meet the requirements of the position.
4. Organize, set priorities, take initiative and exercise sound independent judgment within areas of responsibility.
5. Interpret, apply, explain and reach sound decisions in accordance with regulations, policies and procedures.
6. Organize, research and maintain complete and extensive office files.
7. Compose correspondence, prepare documents and make arrangements from brief instructions.
8. Communicate clearly and effectively, both orally and in writing.
9. Understand and follow written and oral instructions.
10. Prepare clear, accurate and concise records and reports.
11. Maintain highly sensitive and confidential information.

12. Use a high degree of tact, diplomacy and discretion in dealing with sensitive and confidential situations and concerned employees and citizens.
13. Establish and maintain highly effective working relationships with City executives and managers, elected and appointed officials, committee members, staff, residents, the public and others encountered in the course of work.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from graduation from high school or G.E.D. equivalent; and five years of increasingly responsible office administrative or secretarial experience; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid California driver's license and the ability to maintain insurability under the City's vehicle insurance policy.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, employees are regularly required to sit, walk and stand; talk or hear, both in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and lift up to 25 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this job, an employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve non-routine and difficult office administrative problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines with frequent interruptions; and interact with City executives and managers, elected and appointed officials, committee members, staff, residents, the public and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

An employee works under typical office conditions, and the noise level is usually quiet.