



June 2008

EXECUTIVE ASSISTANT TO THE CITY MANAGER

DEFINITION

Under general direction, provides varied, complex, and confidential office administrative support to City Administration and Council including handling confidential materials, labor relations information, and complex citizen and employee relations; conducts special projects; acts as the first point of contact for the City Council, other departments, and the public to resolve issues and concerns; coordinates 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 functions of City Administration; 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 Assistant City Manager. Exercises no direct supervision of staff. May provide technical and functional direction to other staff and volunteers, as needed.

CLASS CHARACTERISTICS

This is the highest-level administrative support class assigned to the City Manager's Office. Incumbents perform a variety of administrative, project coordination support work for the City Manager, 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 require a broader understanding of City functions and the capability of relieving City management staff of day-to-day 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 administrative support to the City Manager, Assistant City Manager, and City Council by assisting with duties of an advanced, complex, sensitive, and confidential nature including employee performance reviews and labor-relations issues; 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 Councilors, 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 department 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 City Administration 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.
- Assists City Administration in planning, organizing, and coordinating City-sponsored events including Family Fest, 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 budget including analyzing year-to-date expenditures to project upcoming fiscal year expenses and making purchasing recommendations; monitors department budget expenditures; researches budget figures for travel and training; reconciles monthly expenditures for City Administration.
- 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 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.
- Serves as Department Communicator; prepares press releases; responds to requests for information from the media or directs them to the appropriate personnel; develops communication plans regarding special projects for review by management.
- Designs and develops the layout of and writes a variety of periodic Council, employee, and community related newsletters.
- 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; may operate other department-specific equipment.
- May direct, coordinate and review the work of office support staff on a project or day-to-day basis; may train staff in work procedures.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic organization and function of public agencies, including the role of an elected City Council and appointed boards and commissions.
- Basic principles, practices, and procedures of public administration in a municipal setting.
- Project coordination and implementation procedures.
- Research and reporting methods, techniques, and procedures.
- Basic budgetary concepts.
- 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, legislative processes.
- Public relations and communications techniques.
- Business letter writing and the standard format for reports and correspondence.
- Records management principles and practices.

- Modern office administrative support practices and procedures, including the use of standard office equipment.
- Computer applications related to the work.
- Business arithmetic and basic statistical techniques.
- 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, complex, and responsible 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, apply and explain complex Federal, State, and local laws, codes, regulations, departmental policies and procedures.
- Analyze and resolve office administrative and procedural concerns and make process improvement changes to streamline procedures.
- Conduct research on a wide variety of administrative topics and operational alternatives; prepare reports and recommendations.
- Plan, organize, and carry out assignments from management staff with minimal direction.
- Understand the organization and operation of the assigned department and of outside agencies as necessary to assume assigned responsibilities.
- Assist in administering budgets.
- Make accurate arithmetic, financial, and statistical computations.
- 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.
- 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.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish, maintain, and foster positive and harmonious 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 the completion of the twelfth (12th) grade supplemented by two (2) years of college-level coursework in business or secretarial science, and three (3) years of responsible administrative office support experience assisting executive management or a high-level official with administrative duties such as typing, filing, calendar coordination, public relations, and project coordination tasks.

Licenses and Certifications:

- Possession of valid driver's license with a 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 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 weighing up to 25 pounds.

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.