

MAJOR FUNCTION

This is diversified and responsible administrative and customer service work as executive assistant to an Assistant City Manager (ACM). The incumbent performs difficult and varied administrative, secretarial and public and inter-organizational customer service work requiring tact and diplomacy; a thorough knowledge of the organization and programs under the supervisor's jurisdiction; and an immediate knowledge of the supervisor's policies, views (especially in regard to current problems and issues), and special interests. Class incumbents are frequently confronted with emergencies, interruptions, and changing needs. Work is performed under general administrative supervision. Work is reviewed through conferences, accuracy and conformity to policies and by results obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Serves as executive assistant to an ACM in planning, initiating, and coordinating various administrative and support tasks related to the ACM's office, the departments reporting directly to the ACM and the City Manager's office, as assigned. Keeps closely informed of the current status of work in progress throughout the City departments within the supervisor's purview and coordinates communication between affected parties, as necessary. Serves in a liaison capacity between the supervisor, department directors in the supervisor's organization, staff, subordinates, and other City departments. Screens telephone calls, memoranda, correspondence, and action documents and determines which to direct to the supervisor or a more appropriate City department or staff member, and handles others personally. Receives the general public, government officials, staff, and City Commissioners and answers inquiries and questions or makes referrals to the appropriate department or City personnel. Proofreads agenda items sent to the ACM to ensure conformance to applicable City standards. Supplies information and supervisor's views on various issues to a wide variety of individuals and groups. Makes arrangements for conferences and meetings, and informs participants of topics to be discussed; provides background information to them. Attends conferences and meetings, as assigned. Composes detailed or summary accounts of conferences and meetings and informs staff members of developments in such conferences and meetings. Keeps supervisor's calendar; establishes priorities at own discretion, and sets up, shifts, or refuses appointments. Creates and maintains the City Commission Agenda and Futures List and oversees photocopying and collation of the City Commission Agenda, as assigned. Drafts letters of acknowledgment and notification when the need for such is recognized. Receives citizen complaints, researches the validity of the complaints, finds a resolution for the problem, and conveys results of research and resolution to the citizen on behalf of the City Manager or ACM, as appropriate. Monitors website inquiries for designated City officials, as assigned. Monitors communications regarding City services that are directed to the City Manager's office, identifies solutions to problems presented and drafts responses for the City Manager's signature as assigned. Tracks and follows-up on problem resolution to ensure closure of customer inquiry. Disseminates special reminders and notices regarding planned service interruptions, as assigned. In the supervisor's absence or as directed, signs correspondence in his/her name. Performs related work as required.

Other Important Duties

Ensures that all official and social obligations are met. Conducts research and may participate in special projects. Develops material for supervisor's use in public speaking engagements. Assists in monitoring expenditures of assigned area, and assists in preparing annual budget. May obtain bids for supplies and process purchase orders. Trains new employees in office procedures and equipment use. Coordinates work schedules of subordinates, and assists in hiring process. May serve as back-up to the Executive Secretary to the City Manager, as assigned. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Thorough knowledge of the organization, operations, governing laws, and regulations of the City. Thorough knowledge of modern business English. Thorough knowledge of modern business practices, procedures, and equipment. Thorough knowledge of the programs and functions of departments within the supervisor's organization, the functions of all other City departments, and working knowledge of municipal government. Knowledge of research methods and techniques, and methods of report preparation and presentation. Ability to analyze facts and exercise judgment to arrive at valid conclusions. Ability to make decisions in accordance with rules, regulations or policy and apply these to work problems. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to receive and work with the general public with courtesy and diplomacy. Ability to exercise independent judgment in making decisions for the supervisor in his/her absence. Ability to understand and interpret complex oral and written instructions. Ability to exercise tact and diplomacy in difficult situations. Ability to maintain confidentiality when processing documents of a sensitive nature. Ability to operate standard office equipment, including computers and the associated programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certificate and five years of professional, staff, administrative, or secretarial and/or office clerical experience; or possession of a Certified Professional Secretary Certificate and one year of the required experience. Successfully completed studies beyond the high school level may be substituted at the rate of 30 semester hours or 720 classroom hours on a year-for-year basis for up to a maximum of two years of the required experience.

Necessary Special Requirements

Ability to type at the rate of 35 correct words a minute.

Incumbents of designated positions allocated to this class may be required to possess a valid Class E State driver's license.

Established: 01-10-94
Revised: 10-03-03*
06-15-07
07-06-09*
02-23-13