

EXECUTIVE ASSISTANT (UC)

DEFINITION

Performs highly responsible secretarial and routine administrative duties in the office of the City Manager for City Councilmembers and staff.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Interviews and secures information from a high volume of callers, answers questions and resolves complaints, or refers problems to appropriate individuals. Maintains calendars, schedules and coordinates meetings. Receives visitors. Prepares typed correspondence and reports from dictation, rough drafts or other sources, and composes routine correspondence independently in accordance with department policies and procedures or general directions. Independently performs assigned administrative tasks of a routine nature. Assembles data and information and prepares special and periodic reports. Maintains confidentiality and security of information and materials of a classified or confidential nature. Operates word processing/mini-computer equipment. Takes minutes at various meetings. Makes travel arrangements, prepares trip folders and reconciles expenses. Assists in the preparation of departmental budget estimates and the maintenance of assigned budgetary accounts. May supervise the work of one or more clerical employees. Participates in quality improvement projects. Performs other related functions as assigned.

DISTINGUISHING FEATURES OF THE CLASS

Incumbents in this class perform a wide variety of tasks with considerable responsibility and sensitivity exercised. A great deal of independent judgment is required in making decisions in accordance with the policies and practices of the department. An employee in this class is immediately subordinate to an executive management position in the offices of the City Manager or Council Support.

MINIMUM BASIC QUALIFICATIONS

Experience and education equivalent to four years of responsible administrative support experience and college level coursework or experience in at least four of the following areas: business and commerce, bookkeeping, stenography, business communications, records maintenance and management, office management, advanced word processing. Candidates must possess the knowledge and abilities listed below.

### DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: contemporary office practices and equipment.

Ability to: deal with materials and information of a confidential nature; draft brief correspondence and reports, using good business English including vocabulary, grammar and spelling; understand and interpret departmental policies and procedures; transcribe rapidly and accurately from dictating equipment; work **independently** in the absence of specific instructions; secure and maintain the confidence of officials, employees and the general public; work cooperatively with others; prepare typed or word-processed material at a corrected speed of 60 wpm; communicate effectively with a variety of people of various educational and socio-cultural backgrounds.

**Note:** Skill in the use of advanced features of Microsoft Office and bilingual fluency in both English and Spanish are preferred.

### CHARACTERISTICS OF SUCCESSFUL PERFORMERS:

Successful Executive Assistants are highly competent, proactive self-starters with demonstrated maturity of judgment. They are helpful and pleasant to other staff and to office visitors and can use tact and discretion even when working under deadline pressure. They can be trusted with highly confidential information, as they do not discuss office issues inappropriately. Their everyday behavior expresses the Total Quality philosophy. They maintain a professional demeanor and enjoy working in a fast-paced, action-oriented office.

Original class title: Executive Secretary, established per  
Resolution 82-210, effective 2-11-80  
Title changed per Resolution 87-94, effective 12-16-87  
Revised: 3/93, 1/03