



## Executive Assistant to the Town Manager

### SUMMARY

Under supervision of the Town Manager, provides varied, complex, and confidential office administrative and executive support primarily to the Town Manager and the Town Council; conducts projects and administers limited programs; performs technical support work related to the responsibilities of the Town Manager and Council; and performs related work as required.

### SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Town Manager. No direct supervision of staff is exercised.

**ESSENTIAL FUNCTIONS** -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and duties performed by incumbents of this class. Employees are required to be in attendance and prepared to begin work at their assigned work location on the specified days and hours. Factors such as regular attendance at the job are not routinely listed in job descriptions but are an essential function. 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. Essential duties and responsibilities **may** include, but are not limited to, the following:*

- Provides office administrative support, transmits information to, and answers questions from the Mayor and Town Council.
- Ensures all office administrative functions of the Town Manager's office are effectively carried out.
- Maintains multiple calendars and coordinates the schedules of the Town Manager as directed with those of members of the Council, representatives of other organizations, and the public; makes travel arrangements as required.
- Receives and screens visitors, telephone calls, emails, and regular mail; provides information and resolves issues for Town staff, other organizations, and the public, which often requires the use of judgment and the interpretation of policies, rules, and procedures.
- Provides variety of support to Town commissions, committees, and/or task forces; may prepare and distribute agenda packets, attend meetings prepare minutes, and follow-up on decisions as required.
- Organizes and maintains various administrative, confidential, reference, and follow-up files and records for the Town Manager's Office and the Town Council (i.e., budgets, purchasing); updates resources materials).
- Acts as a certified passport agent and processes passports in accordance with strict guidelines provided by the National Passport Office.
- Attends to a variety of office administrative details, such as purchasing supplies, arranging for equipment purchase and maintenance, clipping newspapers, and attending meetings.
- Prepares detailed and often confidential correspondence, reports, resolutions, contracts, forms, invitations, graphic materials, and specialized documents from drafts, notes, brief instructions, corrected copy, or dictated tapes; proofreads materials for accuracy, completeness, compliance with departmental policies, format, and English usage, including grammar, punctuation, and spelling.

- 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.

### **DISTINGUISHING CHARACTERISTICS**

This is the highest-level class in the administrative office support series. Incumbents with an appropriate educational or equivalent technical background learn and perform a variety of complex and confidential office administrative, project coordination, and management support work for the Town Manager, Town Council, and associated staff. This class is distinguished from other administrative classes in that it requires the highest level of discretion and independent judgment and performs the most complex administrative office support functions.

### **MINIMUM QUALIFICATIONS**

#### **Education, Training, and Experience Guidelines**

*An equivalent combination of training and experience that would provide the required knowledge, skills and abilities may be considered. A typical way to obtain the required qualifications would be:*

High school diploma or GED equivalent AND two (2) years of experience providing administrative support to executive management or high-level official; OR an equivalent combination of education, training, and experience.

### **LICENSE AND CERTIFICATION REQUIREMENTS**

- Valid California class C driver's license with satisfactory driving record and automobile insurance.

#### **Knowledge of:**

- Applicable local, State, and Federal laws, codes, regulations, and ordinances.
- Customer service principles, practices, and etiquette.
- Basic organization and function of public agencies, including the role of an elected Town Council and appointed boards and commissions.
- Modern office practices, policies, and equipment.
- Proper grammar, spelling, vocabulary, and punctuation.
- Records maintenance and retention policies and procedures.

#### **Skill in:**

- Preparing clear and concise reports.
- Interacting tactfully and professionally with Town staff, outside agencies, and the public.
- Organizing and prioritizing work to meet deadlines; multitasking.
- Maintains accurate records and filing systems.
- Preparing professional correspondence and other documents with proper grammar, spelling, and punctuation.
- Typing and entering data with speed and accuracy.
- Establishing and maintaining effective working relationships.
- Communicating clearly both verbally and in writing.

## **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

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 Town 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.

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.

*\*FLSA designations cannot be assigned to a class. An employer must show that each employee meets every requirement of the claimed exemption. The FLSA designation listed above is for general administrative guidelines.*