



## Executive Assistant

### SUMMARY

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

### SUPERVISION RECEIVED AND EXERCISED

Based on assignment, receives general supervision from either the Town Manager or Assistant 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:*

### When performing assignment in the Town Manager's Office:

- Provides office administrative support, transmits information to, and answers questions from the Mayor and Town Council.
- Ensures that 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 a variety of support to Town commissions, committees, and/or task forces; may prepare and distribute agenda packets, attend meetings and 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.
- Attends to a variety of office administrative details, such as purchasing supplies, arranging for equipment purchase and maintenance; attends 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, and compliance with departmental policies.
- Performs other duties as assigned.

**When performing assignment in the Assistant Town Manager’s Office:**

- 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.
- Organizes and maintains various administrative, confidential, reference, and follow-up files and records, updates resources materials.
- Prepares public meeting agendas; posts and uploads to the Town website; delivers agendas and exhibits; processes public hearing notices and sends out for publication.
- Performs a variety of support duties to include typing reports and correspondence, collecting and compiling data, making travel arrangements for staff, entering data into appropriate computer system, and maintaining records and files.
- Processes bills and invoices for payment; prepares and transmits a variety of financial documents; assists in budget preparation and maintains records of purchase orders, expense statements, and other fiscal transactions.
- Tracks department expenditures to ensure compliance with the budget; enters purchase requisitions into computer system; prepares invoices; prepares draft changes to municipal fee schedule for department.
- Provides general housing information to contractors and the public related to department and Town policies and procedures; evaluates and determines eligibility for housing program applicants.
- Reviews loan applications and prepares related documents; prepares demand payments for rehabilitation loans; calculates share of equity for down payment assistant loans; monitors loan recipients for compliance and Housing and Urban Development (HUD) reporting requirements.
- Maintains records and files related to Town rehabilitation, Community Development Block Grants (CDBG), and similar programs.
- Acts as the Town’s representative and liaison on relevant topics, including responding to questions and comments from the public in a courteous and timely manner and collaborating with involved parties to reach resolutions on identified issues.
- Performs related duties as required or 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:*

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade and five (5) years of responsible secretarial experience involving assisting executive management or a high-level official with administrative

duties such as typing, filing, calendar coordination, public relations, and project coordination tasks. Public sector experience is highly desirable.

### **LICENSE AND CERTIFICATION REQUIREMENTS**

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

### **Knowledge of:**

- Basic organization and function of public agencies, including the role of an elected Town Council and appointed boards and commissions.
- Applicable codes, regulations, policies, technical processes, and procedures.
- Project coordination and implementation procedures.
- Standard office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Records management principles and practices.
- Business arithmetic and basic statistical techniques.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors and Town staff, in person and over the telephone.
- Techniques for providing a high level of customer service to public and Town staff, in person and over the telephone.

### **Ability to:**

- Provide varied, confidential, and responsible secretarial and 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 and interruptions.
- Interpret and implement policies, procedures, technical processes, and computer applications related to the Town Manager's office.
- Analyze and resolve office administrative and procedural concerns and make process improvement changes to streamline procedures.
- Operate standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones.
- Plan, organize, schedule, assign, review, and evaluate the work of staff, as assigned.
- Perform basic research and prepare reports and recommendations.
- Compose correspondence and reports independently or from brief instructions.
- Establish and maintain a records management system.
- Make accurate arithmetic and statistical calculations.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Organize own work, coordinate projects, set priorities, meet critical deadlines, and follow-up on assignments with a minimum of direction.
- Take notes rapidly and accurately transcribe own notes.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Operate modern office equipment including computer equipment and specialized software applications programs.

- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

### **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.*