

EXECUTIVE ASSISTANT

DEFINITION

The single position in this classification performs a variety of complex and responsible administrative support, requiring a high level of initiative and independent judgment in support of the Office of the City Manager.

DISTINGUISHING CHARACTERISTICS

This position is distinguished from the Administrative Assistant positions due to the more complex interaction with the public, outside agencies, and policy makers.

SUPERVISION RECEIVED AND EXERCISED

Receives supervision from the City Manager and may receive indirect supervision from the Assistant City Manager and the Senior Management Analyst. May provide direction to support staff.

ESSENTIAL AND IMPORTANT DUTIES

- Independently composes correspondence on a wide range of subjects, requiring a high degree of knowledge and familiarity with both City and departmental policies.
- Serves as the City's TSM coordinator. Represents the City on the Supervisory Committee of the Peninsula Congestion Relief Alliance. Works with the Alliance to facilitate shuttle bus service from the Harbor Industrial Area to and from the Caltrain station.
- Coordinates activities of the City Safety Committee. Responsible for overseeing that safety inspection recommendations are implemented; sets up quarterly Committee meetings, takes meeting minutes and keeps records of City departmental compliance with OSHA requirements.
- Handles Workers Compensation claims, processing them within the established time guidelines and procedures. Works closely with Human Resources and the Cities Group in transmitting claims to the Cities Group computer system.
- Stays current with new administrative techniques, continually seeking ways to improve City operations.
- Prepares and maintains claims correspondence and files, works closely with the City's Risk Management carrier (ABAG), and processes check requests.
- Responds to questions and provides information to the public and to other City staff members. Responds in a clear and consistent fashion to complaints and to requests for information.
- Accurately transcribes correspondence from recorded tapes using a dictation machine. Edits correspondence for proper content, format, grammar, spelling and punctuation. Takes shorthand.
- Establishes and maintains records, files, and confidential files. Records actions on confidential and sensitive issues, maintains confidentiality, and releases information to authorized persons.
- Maintains the City Manager's calendar, exercising discretion in committing his/her time, and tactfully referring callers and visitors to other sources of information or service as appropriate. Keeps the City Manager well informed of time commitments.
- Prepares meeting materials and schedules meetings and appointments.
- Makes travel arrangements and prepares travel vouchers and reports.
- Handles challenging public relations issues/problems.

OTHER JOB RELATED DUTIES

- Handles departmental petty cash, distributing payments, keeping adequate funds on hand, and reconciling balances.
- Monitors coffee supplies, party goods, and vending machine services.
- Keeps City Hall telephone and voice mail directory updated.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of basic English and arithmetic; correspondence formats, correct grammar, punctuation and vocabulary; office management methods and procedures; word processing and spreadsheet software; office equipment.

Ability to acquire, retain and use thorough knowledge of the functions, procedures and policies of the City; give general interpretations regarding policies to the public and to City staff members; effectively and efficiently prioritize work and meet deadlines; communicate in person and by telephone with the public and effectively resolve complaints and satisfy inquiries; comprehend and accurately follow brief oral instructions; make mathematical computations efficiently; edit written materials; remain calm and work effectively in emergency and high-pressure situations; work without supervision. Ability to establish, maintain and foster cooperative working relations with others contacted in the course of work.

Skills to type at a net speed of at least 65 wpm; take shorthand dictation at a speed of 80 words per minute to accurately produce documents. Knowledge of the Windows operating system, Microsoft Office software, and familiarity with the Internet.

EDUCATION AND TRAINING

Sufficient education and experience to satisfactorily perform the duties of this classification. A typical qualifying background would be graduation from high school and five years of experience in a highly responsible secretarial position, preferably in a public setting.

SPECIAL REQUIREMENTS

Speak clearly and understandably; ability and dexterity to operate a computer and to type 65 wpm and take dictation at 80 wpm; hear alarms, voices, telephones, and tape recordings; to reach; to sit for extended periods of time; remain calm and work effectively in emergency and high-pressure situations.