

EXECUTIVE ASSISTANT TO THE CITY MANAGER

ADOPTED: April 2016

AMENDED: January 2023

City Manager Approval:


FLSA: Non-Exempt

DEFINITION

Under direct or general supervision, performs high level, sensitive and confidential secretarial and administrative support functions to the City Manager and other management staff; provides administrative support in confidential personnel matters; coordinates assigned work with other City departments, divisions and outside agencies; interacts frequently with the public and provides information or directs questions and requests to the appropriate staff; and performs related work as required.

SUPERVISION AND EXERCISED

Receives direct or general supervision from the City Manager and/or Assistant City Manager.

CLASS CHARACTERISTICS

This class is characterized by the responsibility to provide varied, complex and confidential secretarial and office administrative support to the City Manager, Assistant City Manager and other assigned management staff. This class is distinguished from other office administrative classes in that the nature, scope, and diversity of responsibilities originating at this level requires a broader understanding of City functions and the capability of relieving the City Manager, Assistant City Manager, and other managers within the City Manager's Office of day-to-day office administrative and coordinative duties.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

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.

- Serve as the office manager for the City Manager; provide administrative secretarial support to the City Manager, City Council and other administrative personnel; screen calls and visitors and refer inquiries as appropriate; respond to complaints and requests for information regarding the intent of instructions, precedents and regulations; interpret City policies, rules and regulation in response to inquiries which often requires the use of independent judgment and interpretation of policies and procedures.
- Relieve the City Manager of a variety of administrative details by assisting with duties of a complex and sensitive nature; plan, organize, and fulfill administrative assignments and special projects; recommend organizational or procedural changes affecting support activities; recommend improvements in workflow, procedures, and use of equipment and forms.

- Maintain calendars and makes meeting arrangements; schedules meetings between City staff or between City staff and other groups or organizations; arrange for necessary set-up and materials to be available at meetings.
- Respond to citizen and staff inquiries and complaints; refer citizens to the appropriate department source; coordinate or resolve problems of a moderate nature when appropriate.
- Prepare and process reports, forms, and records, such as contracts and agreements, reimbursement requests, and organizational charts.
- Enter and retrieve information and data using standard word processing and spreadsheet software, and other related electronic information systems.
- Prepare and maintain databases, records and a variety of statistical reports; generate reports by computer.
- Develop, compose, type, edit, and proofread a variety of complex documents, including forms, memos, administrative, statistical, financial, and staff reports, and correspondence from rough draft, handwritten copy, verbal instructions, or from other material; input and retrieve data and text using a computer terminal; check draft documents for punctuation, spelling, and grammar; make or suggest corrections to drafts.
- Verify and review forms and reports for completeness and conformance with established regulations and procedures; apply departmental and program policies and procedures in determining completeness of applications, records, and files.
- Operate standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; may operate other department-specific equipment.
- Coordinate the content for the public education government access television network station.
- In the absence of the City Clerk, may serve as secretary to a board, commission, or special task force in the absence of the City Clerk; compile and distribute agenda packets; attend meetings; format and distribute minutes; and follow-up on decisions as required.
- Coordinate travel and conference arrangements and accommodations for the City Manager, Assistant City Manager, City Council and assigned City Manager's Office staff; submits all related paperwork.
- Act as Notary Public for the City.
- Perform other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Methods, techniques, and practices of data collection and report writing.
- Principles and procedures of record keeping and reporting.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Organization and function of public agencies, including the role of an elected City Council and appointed boards and commissions.
- Business letter writing and the standard format for reports and correspondence.
- Business mathematics and basic statistical techniques.
- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, web design, database, and spreadsheet applications
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Manage a variety of simultaneous work projects and carry them through to successful completion.
- Interpret and apply City policies, procedures and rules.
- Make accurate arithmetic, financial, and statistical computations.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Maintain accurate records and files.
- Prepare clear, concise reports and written materials.
- 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, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Maintain confidentiality and be discreet in handling and processing confidential information and data.
- Perform responsible administrative support work with accuracy, speed, and general supervision.
- Provide varied and responsible office administrative work requiring the use of tact and discretion.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Compose correspondence and reports independently or from brief instructions.
- Understand and carry out complex oral and written directions.
- Research, analyze, and summarize data and prepare accurate and logical written reports.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record keeping, and tracking systems.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to completion of the 12th grade and three (3) years of responsible office administrative support experience. Possession of, or ability to obtain, a valid Class C California driver's license.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; 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 and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer 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.

ENVIRONMENTAL ELEMENTS

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.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

