Date Adopted: 6/13/06

# CITY OF GLENDORA EXECUTIVE ASSISTANT

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.

# **DEFINITION**

Under direction, performs a variety of high level and highly responsible secretarial duties and administrative tasks in support of the City Manager, Mayor, and City Council Members; performs related duties as required.

# **CLASS CHARACTERISTICS**

This is a single position class that reports solely and directly to the City Manager, and is characterized by varied confidential, secretarial, clerical, and administrative tasks normally performed with a relatively high level of independence. Incumbent regularly supervises and participates in the office support required by the City Manager, Mayor, and Council Members. This class is differentiated from other Administrative Assistant classes by the formers' more varied responsibilities and involvement with City policy making members and boards.

# **ESSENTIAL JOB FUNCTIONS**

These functions may not be present in all positions in this class. When a position is to be filled, the essential functions will be noted in the announcement of position availability. Letters in parenthesis at the end of each function statement represent the abilities required to perform that function.

- 1. Provides direct and confidential secretarial support to the Mayor, City Council Members, City Manager and other administrative staff; receives visitors and answers phones; maintains calendar and schedules appointments; makes travel and meeting arrangements as directed. (a b c d f g h i j k l m o q r)
- 2. Prepares correspondence from dictation, verbal instruction or hand-written copy, or initiates routine correspondence in accordance with established policy; types complex reports, documents, or other materials, or compiles and types reports from a variety of sources; facilitates transmission of information to other offices and agencies. (a d e f g h i j k l m o q r)
- Composes and types proclamations, responses to complaints/inquiries, legislative letters, and other correspondence from the City Manager, Mayor, and City Council Members; assists in developing City Manager's weekly newsletter and packets for the City Council.
- 4. Responds to inquiries and/or complaints from the public and other City employees; provides explanation of City procedures requiring understanding of policies and regulations, or refers inquiries to the appropriate authority. (a c d f q h q)

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5. Establishes and/or maintains filing and retrieval systems for inter-related files and records; sorts, files, and processes a variety of documents. (b d h j l n q r s)

- 6. Supervises others and participates in a variety of clerical tasks including typing, proofreading, filing, editing, and copying a variety of materials; operates office machines including personal computers, typewriters, and calculators. (b h i j k l n o q r s t)
- 7. Assists the City Manager with a variety of administrative tasks using discretion and independent judgment in accordance with general direction; conducts research and provides recommendations regarding project activity; makes meeting, receptions and special event arrangements in accordance with established criteria; attends City Manager's staff meeting with department heads and City Attorney; may direct other staff in the course of performing assigned tasks. (a b c d f g h i j l p q r)
- 8. Provides tours of City Hall including those requested by local elementary schools. (a c d f g h j)
- 9. Maintains a supply of promotional items for the Mayor and Council Members' use for distribution to the public (a b d f h l j n p s)

# **REQUISITE ABILITIES**

The following generally describes the abilities required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

- a. Communicate clearly and concisely, both orally and in writing.
- b. Keep accurate records.
- c. Analyze situations carefully and adopt effective courses of action.
- d. Understand the operation of the City and outside agencies.
- e. Compose correspondence independently.
- f. Communicate effectively with a variety of personnel and establish/maintain effective working relationships.
- g. Explain and apply policies and procedures.
- h. Interpret and apply rules, regulations, legislation and policies.
- i. Understand and follow verbal and written directions.
- j. Work independently.
- k. Type and input data accurately.
- I. Operate a computer and use a variety of computer software.

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- m. May take dictation or transcribe from a dictating machine.
- n. Compile and maintain complex records and files.
- o. Edit documents for correct English grammar, punctuation, and spelling.
- p. Conduct research.
- q. Maintain confidentiality of records and information.
- r. Apply modern office methods and utilize a variety of office equipment.
- s. Perform mathematical computations and reconcile financial records.
- t. May train, supervise and evaluate clerical staff.

### MARGINAL FUNCTIONS

These are position functions which may be changed, deleted or reassigned to accommodate an individual with a disability.

#### **QUALIFICATIONS GUIDELINES**

Education and/or Experience Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Graduation from high school supplemented by post-high school courses in business practices, typing, and stenography and five to ten years of increasingly responsible secretarial or administrative assistant experience including executive secretary level experience and experience in customer relations. An Associate's or Bachelor's degree in any of the fields of business, public administration, management, communications, or journalism is preferred.

# Knowledge and Skill Levels

Thorough knowledge of secretarial and general office methods and techniques including filing, records processing, and maintenance procedures and systems; preparation of complicated documents requiring specialized typing. Skill in the operation of a variety of office equipment, including personal computers and standard office applications; ability to type or enter data at 60 net wpm and word processing equipment at a comparable rate; may be required to take dictation and/or transcribe from notes or a dictaphone machine at an acceptable rate for adequate job performance; use designated computer software, auxiliary programs and computer equipment.

# Special Requirements

Possession of or ability to obtain a Class C California driver's license and a satisfactory driving record.

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#### PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

<u>Environment:</u> Work is performed primarily in a standard office setting. Duties are typically performed at a desk or computer terminal; subject to noise from office equipment operation; frequent interruptions and contact in person and on the telephone with a variety of City staff and others. At least minimal environmental controls are in place to assure health and comfort.

<u>Physical:</u> Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

<u>Vision:</u> See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Revised by Johnson & Associates LLC June, 2006