

## EXECUTIVE ASSISTANT

### DEFINITION

Provides highly responsible, complex, and sensitive administrative and technical support to the City Manager, staff, and/or the Mayor and Council. Coordinates operations in the City Manager's and Mayor's offices; performs other related work as required.

### SUPERVISION RECEIVED

Under the direct supervision of the Assistant City Manager, receives direction from the Mayor, City Manager, or Assistant City Manager.

### SUPERVISION EXERCISED

Exercises technical and functional supervision over assigned clerical personnel.

### ESSENTIAL DUTIES

Duties may include, but are not limited to, the following:

Performs a wide variety of executive assistant and administrative duties related to daily operations in the City Manager's and Mayor's offices.

Represents the City to the public, business community, and other agencies at the request of the City Manager, the Assistant City Manager, or the Mayor.

Interprets City policies, procedures, laws, and regulations in response to inquiries and complaints; refers inquiries as appropriate, follows up to resolution and responds to person making initial inquiry, if appropriate.

Manages the City Manager's, Mayor's, and Assistant City Manager's calendars; uses judgment in scheduling and adjusting appointments; assures logistics are in place and confirmed.

Participates and assists in the administration of the City Manager's and Mayor's offices; recommends organizational or procedural changes affecting support activities; assists in the preparation of the annual budget; assures the proper handling and storage/filing of records and documents.

Reviews and summarizes miscellaneous reports and documents; prepares background documents as necessary.

ESSENTIAL DUTIES (Continued)

Researches and analyzes routine administrative projects for the City Manager's and Mayor's offices; prepares first-draft reports.

Screens calls, visitors, and mail; responds to sensitive requests for information and assistance; resolves citizen concerns and complaints.

Provides follow up on assignments given executive and management staff by the City Manager; provides status reports to the City Manager and Assistant City Manager.

Independently responds to letters and general correspondence of a routine nature.

Makes travel arrangements; arranges meetings, conferences and civic functions

Orders and maintains office supplies, stationary, business cards, and supplies for administrative office staff

Initiates and maintains a variety of files and records for information related to the City Manager's and Mayor's offices; maintains manuals and updates resource materials.

Plans, assigns, and reviews the work of assigned clerical personnel.

Performs related work as necessary.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Organization, procedures and operating details of the City Manager's and Mayor's offices.

English usage, spelling, grammar, and punctuation.

Modern office procedures and methods.

Computer equipment, software, and related automated office equipment such as scanners and copiers.

Principles and methods of business letter and report writing.

Principles and procedures of record keeping.

Principles of professional communications with the public.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (Continued)

Ability to:

Interpret and apply administrative and departmental policies, procedures, laws, and regulations.

Work cooperatively with other departments, City officials, and outside agencies.

Perform responsible and difficult secretarial work involving the use of independent judgment and personal initiative.

Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.

Analyze situations carefully and adopt effective courses of action.

Compile and maintain records and prepare routine reports.

Maintain confidential data and information for executive staff.

Independently prepare correspondence and memoranda.

Work independently in the absence of supervision.

Operate and effectively use modern office equipment including a computer and related software usual to a modern public agency including but not limited to word processing, spreadsheets, basic publishing software, and charting software.

Learn and effectively utilize software systems unique to the City of Hayward.

Understand basic functions of a website, and perform the fundamental user-maintenance tasks of social media and similar web-based tools.

Schedule and coordinate projects; set priorities; adapt to changing priorities.

Research, analyze and summarize data.

Establish and maintain effective working relationships with those contacted in the course of work including elected officials, City officials, management staff employees, and the general public.

Communicate clearly and concisely, both orally and in writing.

Utilize a keyboard and mouse accurately at an effective word processing speed of 50 words per minute.

## EXPERIENCE AND EDUCATION

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

### Experience:

Five years of increasingly responsible administrative support or personal assistant work for an executive, high level manager, or elected official, including some supervisory or lead responsibilities.

### Education:

Equivalent to completion of the twelfth grade supplemented by an Associate's Degree and/or advanced office management/secretarial course work and computer technology classes. A Bachelor's degree is desirable.

## SPECIAL REQUIREMENTS

Essential duties require the mental and/or physical ability to: work in a standard office environment and use standard office equipment and current software; grasp, perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball; sit for prolonged periods of time; stand, walk, reach, bend and safely lift and move equipment and materials weighing up to 35 pounds; converse by telephone, by email, in person, and be clearly understood; read and comprehend legal, technical and complex documents; interact with the public and all different levels of City staff in an effective and professional manner. Essential functions must be performed with or without reasonable accommodation.

PROBATIONARY PERIOD:            One Year

418CS98

May 1990

Revised September 1998

Revised August 2010

AAP GROUP:            16

FPPC STATUS:        Non-Designated

FLSA STATUS:        Non-Exempt