



**APRIL 2016**  
**FLSA: NON-EXEMPT**

## **EXECUTIVE ASSISTANT**

### **DEFINITION**

Under direct or general supervision, performs specialized office support, secretarial and clerical duties in support of City Manager and other management staff, including personnel activities and functions in Human Resources such as recruitment, classification and compensation, workers' compensation, employee personnel file administration and employee training; provides administrative support in confidential personnel matters; coordinates assigned programs, projects, and services 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 Administrative Services Director and or City Manager.

### **CLASS CHARACTERISTICS**

This class is characterized by the responsibility to provide technical and administrative support assistance to the City Manager, Administrative Services Director and other management staff. Responsibilities include performing specialized, confidential, and technical office support duties to the assigned department to ensure efficient service provision. Responsibilities require the frequent use of tact, discretion, and independent judgment as well as a knowledge of departmental and City activities. The work requires the interpretation and application of policies, procedures, and regulations and involves frequent contact with the public, as well as performing various research and budgetary support functions. 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 assigned City Manager and Administrative Services Director 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.*

#### **When performing all assignments:**

- Responds to questions and concerns from other departments, resolve problems in assigned area.
- Enters and retrieves information and data using standard word processing and spreadsheet software, and other related electronic information systems specific to the department to which assigned.
- Prepares and maintains databases, records and a variety of statistical reports; generates reports by computer.
- Understands and interprets City, State and Federal rules and regulations.
- Assists supervisor(s) with special projects as required.
- Receives and screens visitors, telephone calls and emails, providing a high level of customer service to both external and internal customers; other organizations and the public, requiring the use of judgment and the interpretation of complex policies, rules, procedures, and ordinance.

- Organizes and carries out administrative assignments; researches, compiles, and organizes information and data from various sources on a variety of specialized topics related to programs in assigned area; checks and tabulates standard mathematical or statistical data; prepares and assembles reports, manuals, articles, announcements, and other informational materials.
- Develops, composes, types, edits, and proofreads a variety of complex documents, including forms, memos, administrative, statistical, financial, and staff reports, and correspondence for the City Manager and Administrative Services Director from rough draft, handwritten copy, verbal instructions, or from other material; inputs and retrieves data and text using a computer terminal; checks draft documents for punctuation, spelling, and grammar; makes or suggests corrections to drafts.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Collects and compiles material for review and analysis; provides recommendations for changes in programs, policies, or procedures to improve efficiency and cost effectiveness of operations.
- Designs and implements file, index, tracking, and record-keeping systems.
- Coordinates and integrates department services and activities with other agencies and City departments.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; may operate other department-specific equipment.
- Performs other duties as assigned

**When performing human resources assignment:**

- Prepares job bulletins and recruitment information, determine and place advertising in appropriate applications in conjunction with City website.
- Assists with inputting, tracking and screening applications, arranging and proctoring written exams, arranging oral boards and conducting skills' testing.
- Coordinates a variety of processes related to pre-employment processing including reference checks, driver's license check, fingerprinting, and background investigations and may arrange pre-employment physical examinations.
- Conducts salary and fringe benefit surveys and analyzes data.
- Assists in the preparation of job descriptions.
- Prepares orientation employee packets.
- Prepares and maintains worker's compensation injury reports and records.
- Coordinates and oversees the human resources management program.
- Prepares confidential correspondence and maintains a variety of confidential files; prepares periodic and special reports regarding personnel activities.
- Provides general administrative support to the Human Resource functions, including preparing correspondence, memoranda and reports, performing reception functions, processing mail, performing data entry and maintaining schedules and records.
- Maintains department personnel files; processes accident/incident/worker's compensation claim forms; files pertinent documents, maintains files in a secure location, and provides information to supervisors and managers.
- Performs other duties as assigned.

**When performing the executive assistant assignment:**

- Prepares and processes reports, forms, and records, such as City Council agenda items, contracts and agreements, reimbursement requests, and organizational charts.

- Relieves the City Manager of a variety of administrative details by assisting with duties of a complex, and sensitive nature; plans, organizes, and carries out administrative assignments and special projects related to assigned department, including assisting with budget preparation, planning, and implementation; recommends organizational or procedural changes affecting support activities; recommends improvements in work flow, procedures, and use of equipment and forms.
- Maintains calendars and makes meeting arrangements; schedules meetings between City staff or between City staff and other groups or organizations; arranges for necessary set-up and materials to be available at meetings.
- Responds to citizen and staff inquiries and complaints; refers citizens to the appropriate department source; coordinates or resolves problems of a moderate nature when appropriate.
- Coordinates the content for the public education government access television network station.
- Serves as secretary to a board, commission, or special task force in the absence of the City Clerk; compiles and distributes agenda packets; attends meetings; formats and distributes minutes; and follows up on decisions as required.
- Coordinates travel arrangements and accommodations for department personnel and submits all related paperwork.
- Acts as Notary Public for the City.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Policies and procedures related to recruitment, selection, classification and compensation.
- Methods, techniques, and practices of data collection and report writing.
- Applicable Federal, State, and local laws, regulatory codes, ordinances and procedures relevant to assigned area of responsibility.
- Recent and on-going developments, current literature, and sources of information related to human resource programs.
- 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, apply, explain and comply with laws, regulations, and policies governing human resource operations.
- 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.
- Maintain confidentiality of sensitive personal information of applicants, employees, former employees and other matters affecting employee relations.
- 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.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.

**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 an Associate of Arts degree from an accredited college or university with major course work in human resource or a related field and three (3) years of responsible office administrative support in a human resource setting or administrative assistant setting.

**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.*