



CITY OF CITRUS HEIGHTS

EXECUTIVE ASSISTANT

DEFINITION

To provide varied, complex, and highly confidential executive support to executive staff; to act as a first line supervisor over assigned clerical staff; and, to perform a variety of professional and technical administrative tasks relative to assigned area of responsibility, in support of a department or division.

DISTINGUISHING CHARACTERISTICS

This is an advanced journey level classification responsible for providing a full range of advanced administrative and executive support to Department Directors and/or executive staff on assignments in a wide variety of departmental areas requiring independent decision making, judgment and initiative, application of in-depth and comprehensive knowledge of department policies and procedures, and the ability to problem-solve and use sound judgment.

SUPERVISION RECEIVED AND EXERCISED

- Receives direction from assigned supervisor.
- Exercises direct supervision over assigned administrative support personnel.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for operational activities; and, implement policies and procedures.
- Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; and, prepare various reports on operations and activities.
- Coordinate and assist in the development and administration of a department budget; prepare budget reports; compile annual budget requests; monitor and control expenditures; and track and reconcile bills.
- Plan, prioritize, assign, supervise and review the work of staff involved in assigned operations; prepare performance evaluations; participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; and, implement discipline procedures.
- Coordinate executive calendars; provide executive level administrative support; attend and participate in executive and management staff meetings.
- Review, verify and process documents related to department activities including budgets, contracts, grants, claims, legislation, and other specialized documents based on area of assignment.
- Compile and develop information for special studies and reports from a variety of resources; assist with various special projects, including coordination, research and development of systems.
- Prepare detailed and often confidential correspondence, reports, forms, invitations, graphic materials, and specialized documents from drafts, notes, brief instructions,

corrected copy; proofreads materials for accuracy, completeness, compliance with departmental policies, format, and English usage, including grammar, punctuation, and spelling

- Maintain a variety of administrative, personnel, or financial systems, records, databases and files; ensure accurate and timely data entry.
- Act as liaison between director and department staff, other City staff, officials and staff of other agencies, and the public, to obtain and relay information and coordinate activities.
- Coordinate and plan events such as open house, in-house training, and other department functions.
- Make travel arrangements, maintain appointment schedules and calendars, and arrange meetings and conferences.
- Assist supervisor with a variety of administration operations and prepare or recommend on procedural modifications.
- May perform a wide variety of complex, responsible, and confidential secretarial and administrative duties for executive staff and other management personnel including providing routine analytical support.
- Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.
- Assist in the administration of personnel rules; receive research, respond to and resolve employee inquiries and issues.
- Provide administrative support department wide as needed.
- Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Principles and practices of advanced office management and administration.
- Principles and methods of business letter and report writing
- Computer software, including word processing, database, spreadsheet and accounting applications.
- English usage, spelling, punctuation and grammar; arithmetic, basic mathematical calculations.
- Methods and techniques of modern records management.
- Methods and techniques of conflict resolution and management.
- Equipment, tools and materials used in general office management.
- Principles of supervision, training and performance evaluations.
- Principles of budget monitoring.
- Principles and practices of safety management.
- Principles and techniques of effective interpersonal communication.

Ability to:

- Understand the organization and operations of the City and of outside agencies as necessary to assume assigned responsibilities.
- Organize own work, coordinate projects, set priorities, meet critical deadlines, and follow-up on assignments with a minimum of direction.

- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.
- Make sound, independent decisions within established policy and procedural guidelines.
- Interpret and explain pertinent City and department policies and procedures.
- Analyze situations quickly and objectively to determine proper course of action.
- Use tact, initiative, prudence and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Operate modern office equipment including computer equipment and software programs with proficiency and familiarity.
- Assist in the development and monitoring of an assigned program budget.
- Supervise, train and evaluate personnel.
- Provide high level and confidential executive administrative office support; manage and coordinate schedules and calendars; participate in and lead meetings; organize and coordinate events; and, research information as needed.
- Maintain accurate and detailed records, files, databases, spreadsheets; reconcile and calculate statements and bills; prepare professional reports, personnel documentation, correspondence and presentations.
- Provide high quality, economical services to the Citrus Heights community, placing emphasis on responsive customer service.
- Demonstrate a civic entrepreneurial spirit by generating new, innovative ideas and development of better methods to accomplish tasks and complete projects.
- Foster an environment that embraces diversity, integrity, trust and respect.
- Be an integral team player, which involves flexibility, cooperation and communication.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work with various cultural and ethnic groups in a tactful and effective manner.
- Communicate clearly and concisely, both orally and in writing.
- Use principles of effective office safety including use of equipment in a proper and safe manner, use of preventative personal ergonomic techniques, and maintenance of safe housekeeping in personal and common workspaces.

Experience and Training:

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

Experience:

Three years of increasingly responsible experience in executive office administration, including one year of lead supervisory responsibility.

Training

Equivalent to the completion of twelfth grade. An Associate's degree with coursework in public administration, business administration, or related field is preferred.

License or Certificate:

May need to possess a valid California driver's license and proof of automobile liability insurance as required by the position.

PHYSICAL/SENSORY REQUIREMENTS

On a continuous basis, sit at desk for long periods of time; intermittently bend and twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

File:	Executive Assistant
FLSA:	Non-Exempt
Created:	08/25/2014
Revised:	10/23/2020 Revised format, minor updates to duties for clarification
	4/20/2022 Revised experience and training