



CITY MANAGER'S EXECUTIVE ASSISTANT

DEFINITION

To provide executive support to the City Manager and City Council; provide and coordinate administrative support within the City Manager's office; act as a first line supervisor over assigned support staff; facilitate a team of interdepartmental customer service support staff; act as a community and media liaison; provide information about the City to the City Council, the community and others; and perform a variety of professional and technical administrative tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the City Manager.

Exercises direct supervision over assigned customer service support personnel. Exercises technical and functional supervision over citywide customer service support personnel.

DISTINGUISHING CHARACTERISTICS

Under the general direction of the City Manager, this is a single level management position supervising assigned customer service support staff and providing direct administrative support to the City Manager's office. The position is responsible for administrative and customer service support functions within the City Manager's office, supervision and coordination of the City's receptionist function, overseeing publication of internal and external newsletters as assigned.

EXAMPLES OF DUTIES

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

Manage the day-to-day administrative functions of the City Manager's office.

Conduct special studies relating to the development and implementation of clerical, customer service, and administrative procedures and policies; make recommendations regarding organizational staffing or procedural changes affecting customer service support staff and customer service activities.

Act as mentor and coach, and facilitate training for citywide customer service support personnel to achieve exemplary standards in customer service, etiquette, and attention to detail for all administrative work as well as to cultivate and maintain a culture of excellence citywide.

Provide direct, complex, and confidential administrative support to the City Manager, Council Members, and other executive staff as needed; gather and prepare information for routine reports; assist in the hiring and orientation of office support personnel.

Screen calls and visitors, refer inquiries as appropriate; receive complaints and requests for information and recommend appropriate resolution. Review and prioritize incoming mail; coordinate special projects and programs as assigned.

Supervise the front counter receptionist; facilitate an interdepartmental team of customer service support staff; coordinate relief coverage for reception desk.

Plan, prioritize, assign, supervise, and review the work of assigned staff; conduct performance evaluations; participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; and implement discipline procedures.

Prepare and/or oversee the preparation of detailed and often confidential correspondence, reports, forms, invitations, graphic materials, and specialized documents from drafts, notes, brief instructions, and corrected copy; proofread materials for accuracy, completeness, compliance with departmental policies, format, and English usage, including grammar, punctuation, and spelling.

Participate in office management functions; conduct surveys and perform research and statistical analyses; prepare related reports including staff reports; and compile materials to assist in the preparation of reports, manuals, and publications.

Coordinate Council Members', City Manager's and recurring meeting calendars; make travel arrangements as assigned; and provide executive level administrative support to the City Manager.

Coordinate the City's internal Rewards and Recognition Program; plan, coordinate and promote citywide employee events.

Coordinate, review, edit, and produce publications and newsletters as assigned.

Assist with maintaining and updating the City's departmental website by monitoring the website and ensure access and timeliness of information; and use current technology and techniques to promote information on the City's website.

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.

Participate in budget preparation and administration; prepare cost estimates for budget recommendations; and oversee budget expenditures for assigned projects.

Maintain a high level of confidentiality on a wide range of information; exercise initiative and astute judgment in a wide range of situations.

Order, track and purchase supplies for administrative operations; perform accounting clerical functions related to ordering supplies, equipment and services.

Maintain departmental timecard and payroll records

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of advanced office management and administration.

Principles and practices of public administration.

Principles and practices of good customer service.

Methods and techniques of project management.

Principles and practices of good team building and team leadership.

Techniques and principles of effective interpersonal communication.

Principles and practices of supervision, training, and performance evaluation.

Pertinent local, State and Federal laws, codes, ordinances, City functions, policies, rules, and regulations.

Methods and techniques of conflict resolution and management.

Methods and techniques of research and report writing.

Principles of budget monitoring.

Methods of effective publishing.

Principles and practices of safety management.

The use of modern office equipment, methods, procedures, and computer hardware and software including Microsoft Office Suite, scanning, publication, and graphic art software programs.

English usage, spelling, grammar, and punctuation.

Equipment, tools, and materials used in general office management.

Ability to:

Organize, plan, schedule, and implement operations; conduct analytical and administrative projects related to area of assignment.

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

Exercise initiative and highly astute judgment in sensitive situations.

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.

Publish professional written promotional material; edit and proofread with a high degree of accuracy.

Interpret and explain pertinent City and department policies and procedures.

Assist in the development and monitoring of an assigned program budget.

Supervise, train, and evaluate personnel.

Facilitate, coach, and mentor an interdepartmental team of customer service support staff.

Develop and recommend policies and procedures related to assigned operations.

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, and 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.

Operate personal computer with proficiency and familiarity.

Experience and Training

Any combination of experience and training 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 experience with increasing responsibilities in executive office administration including one year of lead supervisory responsibility.

Training:

Equivalent to completion of an Associate's Degree in business administration, public administration, English, communications, or a related field, or completion of a certification program from a vocational/technical school in business/office administration or a related field.

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; lift or carry weight of ten pounds or less.

EQUAL OPPORTUNITY EMPLOYER:

It is the policy of the City of Citrus Heights not to discriminate against qualified employees or applicants because of race, color, religion, gender, sexual orientation, marital status, national origin, ancestry, citizenship, age, medical condition, physical or mental disability, or any other basis protected by law. Qualified individuals with a disability will receive reasonable accommodation, as required by the California Fair Employment and Housing Act (FEHA) and federal laws including the Americans with Disabilities Act (ADA) and Section 504, during any phase of the selection process providing such request is made to Human Resources at least five working days in advance. Medical disability verification may be required prior to accommodation.

File:	City Manager's Executive Assistant
FLSA:	Exempt
Created:	1/1/02
Revised:	7/29/03 Added Section 504 language
Revised:	09/2016 Revision of responsibilities