



**NOVEMBER 2016**  
**FLSA: NON-EXEMPT**  
**Bargaining Unit: CO**  
**JCN: 2113**

JCN# 2113

County of El Dorado  
March 2002

Retitled/Revised November 2004  
(Previously Public Health Executive Assistant)

## **EXECUTIVE ASSISTANT**

### **DEFINITION**

Under general direction, ~~provides~~performs varied, complex, and ~~often~~-confidential, technical-~~secretarial and office~~, administrative-~~assistance to~~, and secretarial support duties in support of an assigned department director, which includes handling confidential materials; coordinates and participates in assigned programs, projects, and services with other County departments, divisions, and outside agencies; works with the public to resolve issues and concerns; provides information or directs questions and requests to the appropriate staff; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the designated department director. May exercise technical and functional direction over and provides training to lower-level staff.

### **CLASS CHARACTERISTICS**

This is an advanced-level administrative and secretarial classification. Incumbents work under direction and exercise a high level of tact, discretion and independent judgment in performing a wide variety of specialized technical and administrative support work for an assigned department head or major division head and associated supervisory and related management, professional staff, and supervisory staff. Positions are involved with various contacts in which the purpose and nature of the contacts vary given the assigned department director. Incumbents ensure efficient service provision; 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. In addition, the positions maintain confidentiality of sensitive information increases given the exposure to department-wide information and contacts. Incumbents may instruct, direct and review the work of an office support also provide lead direction and oversight to clerical staff.

### **DISTINGUISHING CHARACTERISTICS**

This class is distinguished from ~~other County secretarial and office administrative classes~~ the Executive Assistant - Law and Justice in that the nature, diversity, and scope of responsibilities require the frequent use of discretion, initiative, and independent judgment. Responsibilities include regular contact with governmental officials, the latter has a higher level of exposure to confidential legal information, the nature of which requires a background investigation.

This class is distinguished from the Executive Assistant to the Chief Administrative Officer in that the latter is a single specialized class that provides a broad range of complex administrative support to the Chief Administrative Officer and Assistant Chief Administrative Officer which has County-wide impact and exposure.

### EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Provides administrative support to an assigned department director in the daily management of operations; schedules and/or coordinates meetings, seminars, conferences, and training sessions for department staff; acts as meeting secretary, including preparing agendas and informational packets, setting up meeting and training rooms, and taking and transcribing minutes for assigned boards, committees, and commissions; prepares complex departmental agenda items and packets for the Board of Supervisors or other commission members, representatives meetings.
- Receives and screens calls, visitors, and incoming emails; provides information and resolves complaints by phone, in person, or by email to ensure an understanding, judgement, and the interpretation and application of business department policies and procedures; listens to questions, and interprets and applies regulations, policies, procedures, systems, rules, and precedents according to existing guidelines; refers callers to the appropriate staff; coordinates or resolves problems of a moderate nature, when appropriate.
- Composes, types, edits, and proofreads a variety of documents, including agendas; forms; memos; administrative, statistical, and financial data; and inputs and retrieves automated data; prepares and assembles special reports, manuals, articles, contracts and agreements, announcements, and other informational materials.
- Organizes and performs administrative assignments and special projects as assigned; researches, compiles, and organizes information and data from various sources on a variety of specialized topics related to programs in assigned area.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies department and County policies and procedures in determining completeness of applications, records, and files.
- Develops, organizes, coordinates, maintains, and updates departmental record systems; enters and updates information with departmental activity, files, and report summaries; retrieves information from systems as required.
- Communicates with officials and staff of other departments and agencies to obtain and relay information and to coordinate activities.
- Provides administrative support in developing and monitoring assigned budgets, including processing expense claims, invoices, and purchase orders.
- Develops, implements, and maintains file, index, tracking, and recordkeeping systems.
- Relieves assigned director of a variety of administrative details by assisting with duties of a specialized and sensitive nature; recommends organizational or procedural changes affecting administrative and office support activities; recommends improvements in work flow, procedures, and use of equipment and forms.
- 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.
- Plans, organizes, reviews, and evaluates the work of administrative support staff to ensure office work flow is maintained and goals are met; assigns work according to changes in workload priorities; provides training and guidance to staff.
- Assists in a variety of department, divisional, and program operations; plans, coordinates, oversees, monitors, and participates in special projects, assignments, staff and/or community organizations, the public, and all levels of County personnel to exchange information and explain administrative policies and procedures events, and activities as assigned.

#### Monitors

### EXAMPLES OF DUTIES (Illustrative Only)

- Serves as a liaison to other departments, government agencies, vendors, providers, community organizations and the public.

- ➤ ~~Provides information enforces compliance of assigned areas of responsibility with laws, rules, and resolves complaints which regularly require the use of judgment regulations, and the interpretation and application of department guidelines, policies, and procedures.~~
- ~~Relieves managers and supervisors of certain administrative matters by following up on projects, transmitting information, and keeping informed of pertinent activities, including coordinating personnel, purchasing, facilities, equipment, ergonomic, and health and safety needs; prepares forms, requisitions and other materials for vendors and other County departments; utilizes specialized County computer systems to initiate and follow-up on such administrative matters.~~
- ~~Researches, processes and coordinates department facility moves and remodels.~~
- ~~Participate on committees and task forces; may represent the department at various County and/or outside agency meetings.~~
- ~~Conducts ergonomic workstation evaluations.~~
- ~~May attend meetings regarding department safety issues and disaster preparedness planning; may act as department or unit safety coordinator.~~
- ~~Researches, compiles and summarizes a variety of informational or statistical materials; drafts and conducts surveys; assembles and organizes materials and information.~~
- ~~Initiates correspondence independently for signature by appropriate management staff; reviews finished materials for completeness, accuracy, format, compliance with policies and procedures, and appropriate English usage.~~
- ~~Types drafts and a wide variety of finished documents from brief instructions or printed materials; may use work processing equipment and input or retrieve data and prepare reports from a personal computer system; may compile and process confidential materials.~~
- ~~Organizes and maintains various administrative, reference and follow-up files; purges files as requested.~~
- ~~May make appointments and maintain a calendar, schedule and arrange for meetings and make travel arrangements; sort mail and obtain related backup materials.~~
- ~~Organizes own work, sets priorities and meets critical deadlines; ensures that such deadlines are met by other staff.~~
- ~~May assist with the development and administration of the department's budget; prepares and/or maintains statistical, fiscal or payroll information; prepares spreadsheets, databases and presentations; may participate in meeting with department budget analyst(s) to present budgets and resolve issues.~~
- ~~Directs, trains, and reviews the work of one or more office support staff.~~
- ~~Attendance and punctuality that is observant of scheduled hours on a regular basis.~~
- ➤ Performs other related duties as assigned.

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QUALIFICATIONS

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**Knowledge of:**

- ~~Office administrative and secretarial~~ Principles, practices, and procedures, including of advanced business letter writing, spreadsheet administration.
- ➤ ~~County and department programs, goals, and database preparation, and the operation of common office equipment including a personal computer.~~ policies and procedures of the assigned department.
- ~~Basic organization~~ Organization and function of public agencies, including the role of an elected Board of Supervisors.
- ➤ ~~Applicable federal, state, and appointed boards~~ local laws, regulatory codes, ordinances, and commissions. ~~procedures relevant to assigned area of responsibility.~~
- ➤ ~~Record keeping, Principles and practices of data collection and report preparation, filing methods and records management techniques.~~
- ~~Standard business arithmetic, including percentages and decimals.~~
- ~~Basic supervisory~~ Business letter writing and the standard format for reports and correspondence.
- ➤ ~~Recordkeeping principles and practices.~~ procedures.
- ➤ ~~Basic budgeting~~ principles and practices of public agency budget administration.

**Skill in:**

- ~~Providing varied, responsible, and often confidential technical, secretarial and office administrative assistance to a Department Head, managers and high-level administrative staff.~~
- ~~Interpreting, applying and explaining complex policies and procedures.~~
  - ~~Using tact, discretion, initiative~~ Principles of providing functional direction and training.
  - Business arithmetic, financial, and statistical techniques.
  - Methods of preparing and processing various records, reports, forms, and other documents particular to assigned department or program.
  - Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
  - Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
  - The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
  - Modern equipment and communication tools used for business functions and program, project, and task coordination.
  - Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

**Ability to:**

- ➤ ~~Perform difficult and complex administrative statistical and functional work involving the use of~~

~~considerable independent judgment within established guidelines. for an assigned department director.~~

- ~~Analyzing and resolving~~ Maintain confidentiality and be discreet in handling and processing confidential information and data.
- ~~Analyze and resolve~~ office administrative situations and problems, ~~including personnel, recruitment, purchasing, and facility needs.~~
- ~~Preparing statistical~~ Research, analyze, and ~~narrative reports,~~ summarize data and ~~formatting~~ prepare accurate and ~~presenting information.~~ logical written reports.
- ~~Researching, surveying, organizing, compiling and summarizing~~ Research, analyze, evaluate, and recommend new service delivery methods and techniques.
- ~~Understand, interpret, explain and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.~~
- ~~Prepare a variety of informational materials.~~
- ~~Planning, directing reports and reviewing the work of assigned staff and instructing staff in work procedures.~~
- ~~Composing~~ correspondence related to assigned area independently or from brief instructions.
- ~~Establishing and maintaining~~ Identify and implement effective course of action to complete assigned work.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Make accurate mathematical, financial, and statistical computations.
- Effectively provide staff leadership and work direction.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, recordkeeping, and tracking systems
- Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, schedule and coordinate projects, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- ~~Establish, maintain, and foster positive and~~ effective working relationships with those contacted in the course of ~~the~~ work.
- ~~Maintaining accurate records and files.~~
- ~~Organizing work, setting priorities, meeting critical deadlines, and following up assignments with a minimum of direction.~~

### **Other Requirements:**

~~Specified positions may require possession of a valid driver's license.~~

### **Education and Experience:**

~~Two~~Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.

Equivalent to graduation from high school, and five (5) years of secretarial ~~experience which has included providing office and or~~ administrative ~~experience in~~ support to ~~management~~ department director or similar position.

### **Licenses and Certifications:**

➤ None.

### **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. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

### **ENVIRONMENTAL CONDITIONS**

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 members of the public or with staff ~~at a level equivalent to the County's class of Executive secretary~~ under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

~~May~~ **Note:** — The above qualifications are a typically accepted way of obtaining the required knowledge and skills. ~~be~~ required to attend commission/committee/board meetings outside of regular work hours.