



## **EXECUTIVE ASSISTANT**

### **DEFINITION**

Under general direction, performs varied, complex, and confidential technical, administrative, and secretarial support duties in support of an assigned department director/elected official or the Chief Administrative Officer, which includes handling confidential information and materials; has frequent contact and 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/elected official or the Chief Administrative Officer. May exercise technical and functional direction over and provide 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 director/elected official, the Chief Administrative Officer. Positions are involved with diverse contacts in which the purpose and nature of the contacts vary. Incumbents ensure efficient service provision; interpret and apply policies, procedures, and regulations; have frequent contact with the public; and perform various research and budgetary support functions. In addition, the positions maintain confidentiality of varying sensitive information given the exposure to department-wide information and contacts. Incumbents may also provide lead direction and oversight to lower-level staff.

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

- Provides administrative support to an assigned department director/elected official or the Chief Administrative Officer in the daily management of operations; schedules and/or coordinates meetings, seminars, conferences, and training sessions for department staff; acts as a 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 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 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.
- Relieves the assigned department director/elected official or the Chief Administrative Officer 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 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.
- Initiates correspondence independently for signature by the department director/elected official or the Chief Administrative Officer; reviews finished materials for completeness, accuracy, formatting, compliance with policies and procedures, and appropriate English usage.
- Composes, types, edits, and proofreads a variety of documents, including agendas; forms; memos; and administrative, statistical, and financial data; prepares and assembles special reports, manuals, articles, contracts and agreements, announcements, and other informational material.
- Provides administrative support in developing and monitoring assigned budgets, including processing expense claims, invoices, and purchase orders.
- Communicates with officials and staff of other departments and agencies to obtain and relay information and to coordinate activities.
- 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.
- Prepares a variety of routine to complex documents, including search and rescue invoices, permits, forms, memos, reports, media/public relations, and correspondence from rough draft, dictation equipment, handwritten copy, verbal instructions, or other material using a computer.
- 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; develops, implements, and maintains file, index, tracking, and recordkeeping systems.
- May plan, organize, review the work of lower level staff to ensure office work flow is maintained and goals are met; may assign work according to changes in workload priorities; may provide training and guidance to staff.
- Monitors and enforces compliance of assigned areas of responsibility with laws, rules, and regulations, and department guidelines, policies, and procedures.
- Assists in a variety of departmental, divisional, and program operations; plans, coordinates, oversees, monitors, and participates in special projects, assignments, staff, and/or community events, and activities as assigned.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles, practices, and procedures of advanced business administration.
- County and department programs, goals, and policies and procedures of the assigned department.
- Organization and function of public agencies.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles and practices of data collection and report preparation.
- Business letter writing and the standard format for reports and correspondence.
- Recordkeeping principles and procedures.
- Basic principles and practices of public agency budget administration.
- 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.
- Maintain confidentiality and be discreet in handling and processing confidential information and data.
- Analyze and resolve office administrative situations and problems consistent with assigned duties.
- Assess information, understand political considerations, and use good judgment to ascertain when data or requests are of high priority or have political implications.
- Research, analyze, and summarize data and prepare accurate and logical written reports.
- 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 reports and correspondence related to assigned area independently or from brief instructions.
- Identify and implement effective courses 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.
- Display thoroughness, accuracy, and attention to detail necessary to create deliverables consistent with department standards.
- Review situations accurately and determine appropriate courses 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.
- Actively listen to complaints and use layperson language to explain department's processes, procedures and standards.
- 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 work.

**Education and Experience:**

*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 or administrative experience providing direct support to a department director or similar level 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 material 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 under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.

**WORKING CONDITIONS**

May be required to attend commission/committee/board meetings outside of regular work hours. If assigned to a Law and Justice Department, incumbents must pass a thorough background investigation.