



EXECUTIVE ASSISTANT

DEFINITION

Under general direction, performs varied, complex, and confidential technical, administrative, 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 and related management, professional, 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 also provide lead direction and oversight to clerical staff.

This class is distinguished from the Executive Assistant - Law and Justice in that 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 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.

- 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 events, and activities as assigned.
- Monitors and enforces compliance of assigned areas of responsibility with laws, rules, and regulations, and department guidelines, policies, and procedures.
- 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 for an assigned department director.
- Maintain confidentiality and be discreet in handling and processing confidential information and data.
- Analyze and resolve office administrative situations and problems.
- 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 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 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 in support to 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 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.