



MARCH 2019
FLSA: NON-EXEMPT
Bargaining Unit: CO
JCN: 1322

EXECUTIVE ASSISTANT TO THE CHIEF ADMINISTRATIVE OFFICER

DEFINITION

Under general direction, performs varied complex and confidential technical, administrative, and secretarial support duties in support of the Chief Administrative Officer and associated management staff, which includes handling confidential materials; acts as the first point of contact for the Chief Administrative Officer; 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; directs and reviews the work of an office support staff; and performs related duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Chief Administrative Officer (CAO). 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. The incumbent works under general direction and exercises a high level of tact, discretion, diplomacy, and independent judgment in performing a wide variety of specialized and confidential technical and administrative support work to the CAO and other management, professional, and supervisory staff within the CAO's Office. The work requires interpretation and application of policies, procedures, and regulations; involves frequent interaction with members of the Board of Supervisors and their assistants, the public, and others, in which the purpose and nature of the contacts vary; as well as performs various research and budgetary support functions. Incumbents may also provide lead direction and oversight to clerical staff.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Provides administrative and secretarial support to the CAO and associated managerial and professional staff in the daily management and operations of the CAO's Office; 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.
- Researches, compiles, and summarizes a variety of informational or statistical materials; compiles and reviews budget figures; types budget worksheets.
- Composes, types, edits, and proofreads a variety of documents, including board and commission 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 material.
- Initiates correspondence independently for signature by the CAO or others; reviews finished materials

for completeness, accuracy, format, compliance with policies and procedures, and appropriate English usage.

- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies County policies and procedures in determining completeness of applications, records, and files.
- Organizes and maintains various administrative, reference, and follow-up files; purges files as required.
- 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.
- Works with County staff and executives of external agencies to coordinate the CAO's participation in a variety of activities.
- 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.
- Relieves CAO and management staff of administrative matters by following up on projects, transmitting information, and keeping informed of pertinent activities; prepares and maintains payroll records.
- Assists in a variety of CAO 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:

- Basic organization and function of public agencies, including the role of an elected Board of Supervisors and appointed boards and commissions.
- Principles, practices, and procedures of advanced business administration.
- County and department programs, goals, and policies and procedures of the assigned department.
- 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:

- Provide varied responsible, and often confidential, secretarial and office administrative assistance to the CAO and associated managerial and professional staff.
- 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 the 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 (for internal process improvement consistent with the support of the department) 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.
- 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 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.
- 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.
- Actively listen, use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines to respond to internal and external customers in order to gather and convey accurate information.
- 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

Two (2) years of secretarial or administrative experience in support to an executive/department director (public sector experience is preferred); or

Four (4) years of experience providing administrative support and customer service, which included responsibility for interpreting and explaining complex rules and regulations, researching information, and preparing accurate documents and reports.

Licenses and Certifications:

- Possession of, or ability to obtain and maintain, a valid California Driver's License by time of appointment and a satisfactory driving record.

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, typewriter 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.