# EXECUTIVE ASSISTANT TO DEPUTY CITY MANAGER

### MAJOR FUNCTION

This position serves in a high-level executive administrative role supporting the Deputy City Manager (DCM). Work is characterized by initiative, independence, and good judgement. The incumbent performs difficult and varied high level public and inter-organizational customer service work requiring tact and diplomacy; a thorough knowledge of the organization and programs under the DCM's jurisdiction; and an immediate knowledge of the policies, views (especially in regard to current problems and issues), and special interests. Class incumbents are frequently confronted with emergencies, interruptions, and changing needs. Work is reviewed through conferences, accuracy and conformity to policies and by results obtained.

# **ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**

### **Essential Duties**

Serves as senior executive assistant to the DCM in planning, initiating, and coordinating various highlevel duties and support tasks related to the DCM's office. Attends to the executive level details and ensures the coordinated flow of related work products in the DCM's Office. Keeps closely informed of the current status of work in progress throughout the departments that reports to the DCM and coordinates communication between affected parties, as necessary. Serves in a liaison capacity between the department directors, their staff, subordinates, and other City departments. Screens telephone calls, memoranda, correspondence, and action documents and determines which to direct to the DCM or a more appropriate City department or staff member, and handles others personally. Receives the general public, government officials, staff, and City Commissioners and answers inquiries and questions or makes referrals to the appropriate department or City personnel. Proofreads and edits agenda items for the departments that reports to the DCM and the four appointed officials, to ensure conformance to applicable City standards. Makes arrangements for conferences and meetings and informs participants of topics to be discussed; provides background information to them. Attends conferences and meetings, as assigned. Composes detailed or summary accounts of conferences and meetings and informs staff members of developments in such conferences and meetings. Manages DCM's calendar; establishes priorities at own discretion, and sets up, shifts, or refuses appointments. Receives citizen complaints, coordinate responses to citizens inquires and escalated complaints for the DCM's departments. Oversees and manages the budget for the City Manager's Office (CMO). Runs monthly reports and monitors accounts to ensure that staff do not exceed the available funds in accounts. Responsible for coding all p-card transactions for the CMO and ensuring that documents are scanned into Onbase. Reviews all travel submitted to DCM for accuracy and City policy guidelines. Processes DCM's travel request and travel expense forms, to include booking hotel reservations, registration, meals, mode of transportation and directions. Coordinates DCM's participation in various organizational and community programs. Represents the DCM during City and community functions. Assists in all related high-level executive administrative roles as directed.

# Other Important Duties

Ensures that all official and social obligations are met. Conducts research and may participate in special projects. Develops scripts and material for DCM's use in public speaking engagements. Assists in monitoring expenditures of assigned area, and assists in preparing annual budget. Orders supplies and process purchase orders for CMO. Trains new employees in office procedures and equipment use. Coordinates work schedules of subordinates, and assists in hiring process. May serve as back-up to the Executive Assistant to the City Manager, as assigned. Assists in all related high-level executive administrative roles as directed.

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# **DESIRABLE QUALIFICATIONS**

### Knowledge, Abilities and Skills

Thorough knowledge of the organization, operations, governing laws, and regulations of the City. Thorough knowledge of modern business English, spelling and punctuation, office practice and procedures. Knowledge of research methods and techniques, and methods of report preparation and presentation. Ability to analyze facts and exercise judgment to arrive at valid conclusions. Ability to make decisions in accordance with rules, regulations or policy and apply these to work problems. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to receive and work with the general public with courtesy and diplomacy. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to receive and work with the general public with courtesy and diplomacy. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to receive and work with the general public with courtesy and diplomacy. Ability to establish and maintain effective working relationships with City officials and department heads. Ability to understand and interpret complex oral and written instructions. Ability to exercise tact and diplomacy in difficult situations. Ability to maintain confidentiality when processing documents of a sensitive nature. Ability to operate standard office equipment, including computers and the associated programs and applications necessary for successful job performance.

#### Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certificate and five years of professional, staff, high-level executive or secretarial and/or office clerical experience; or possession of a Certified Professional Secretary Certificate and one year of the required experience. Successfully completed studies beyond the high school level may be substituted at the rate of 30 semester hours or 720 classroom hours on a year-for-year basis for up to a maximum of two years of the required experience.

#### Necessary Special Requirements

Must possess a valid Class E State driver's license at the time of appointment.

Established: 01-05-19