
EXECUTIVE ASSISTANT

DEFINITION

Under general supervision, performs a variety of complex office administrative, secretarial, and clerical duties in support of the General Manager and Assistant General Manager, including handling confidential materials, conducting special projects, acting as the first point of contact for the General Manager and Assistant General Manager, and planning, organizing, and coordinating various events, conferences, and meetings; provides information to the public and staff requiring considerable knowledge of Authority services, policies, and procedures; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the General Manager. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is the highest-level class in the administrative office support series. Incumbents perform a wide variety of specialized technical and administrative support work for the General Manager, Assistant General Manager, and, as assigned, the Administrative Services Manager. Responsibilities include performing specialized, confidential, and technical office support duties to ensure efficient service provision. Responsibilities require the frequent use of tact, discretion, and independent judgment as well as knowledge of Authority activities.

EXAMPLES OF TYPICAL JOB FUNCTIONS *(Illustrative Only)*

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the typical job functions.

- Provides administrative support to the General Manager and Assistant General Manager by assisting with duties of an advanced, complex, sensitive, and confidential nature.
- Coordinates and maintains multiple calendars and schedules meetings and appointments for the General Manager and Assistant General Manager; interacts and communicates with governmental and non-governmental management and executives; makes travel arrangements as required; processes and reconciles expenditures and related reimbursements.
- Receives and screens visitors, telephone calls, emails, and regular mail for the General Manager; responds on General Manager's behalf as needed; provides information to the public to ensure an understanding of Authority policies and procedures; listens to questions and explains procedures according to existing guidelines; refers callers and visitors to the appropriate staff, as appropriate; identifies, negotiates, and/or resolves solutions to complaints and problems when appropriate.
- Develops, composes, types, edits, and proofreads a variety of complex documents, including detailed and often confidential correspondence, letters of support, forms, memos, administrative, statistical, financial, and staff reports, and specialized documents for the General Manager; checks draft documents for punctuation, spelling, and grammar; makes or suggests corrections to drafts.

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- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies Authority policies and procedures in determining completeness of applications, records, and files.
- Organizes and carries out a variety of complex administrative assignments; researches governmental and legislative issues, compiles, and organizes information and data from various sources on a variety of specialized topics related to programs in assigned area; checks and tabulates standard mathematical or statistical data; prepares and assembles reports, manuals, articles, announcements, and other informational materials.
- Designs and implements file, index, tracking, and record keeping systems; researches records within areas of assigned responsibility to prepare reports and provide follow-up information to inquiries; organizes and maintains various administrative, confidential, reference, and follow-up files and records for the General Manager.
- Plans, oversees, and administers complex department-specific programs, projects, and/or community events, meetings, and activities.
- Participates in administrative services coordination and priority-setting and integrates assigned activities with the Administrative Services Manager and Authority staff.
- Performs other administrative duties as assigned.

QUALIFICATIONS

Knowledge of:

- Practices and methods of office management and administration and modern office practices and methods, including the use of standard office equipment and applications.
- Organization and function of public agencies, including the role of an elected Board of Directors and appointed boards and commissions.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles and procedures of record keeping and reporting.
- Principles and practices of data collection and report preparation.
- Business letter writing and the standard format for reports and correspondence.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Authority staff.

Ability to:

- Maintain confidentiality and discretion in handling and processing confidential information and data.
- Interpret, apply, and explain applicable federal, state, and local laws, rules, regulations, policies, and timelines, as well as complex administrative and Authority policies and procedures.
- Perform responsible administrative support work with accuracy, speed, and general supervision.
- Provide varied and responsible office administrative work requiring the use of tact and discretion.
- Understand the organization and operation of the Authority and of outside agencies as necessary to assume assigned responsibilities.
- Compose correspondence and reports independently or from brief instructions.
- Understand and carry out complex oral and written directions.
- Research, analyze, and summarize data and prepare accurate and logical written reports.

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- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to an Associate's degree with major coursework in business or public administration or related field and three (3) years of responsible secretarial experience assisting executive management or a high-level official.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Authority and meeting sites; 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.

ENVIRONMENTAL ELEMENTS

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 staff and/or public and private representatives on sensitive matters and in interpreting and enforcing Authority policies and procedures.

EFFECTIVE: September 2013

REVISED: N/A

FLSA: Non-Exempt