

# CITY OF EAST PALO ALTO

## CLASSIFICATION SPECIFICATION

**CLASS TITLE:** EXECUTIVE ASSISTANT - RES                      **CLASS CODE:**  
**DEPARTMENT:** VARIOUS DEPARTMENTS                      **FLSA STATUS:** N/E  
**REPORTS TO:** VARIES                                                      **EMPLOYEE GROUP:** N/B

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*This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification.*

### **DEFINITION**

Under general direction, serves as the executive administrative assistant to the head of a City Department; to perform administrative and management support activities; to direct or to coordinate the activities of a clerical support unit; and to perform duties as required.

### **JOB SUMMARY**

This classification reports directly to the Department Head. Fully competent to independently perform a wide range of clerical, secretarial, and administrative work in keeping official and confidential records, providing administrative support to assigned departmental or divisional staff, and assisting in the administration of the standard operating policies and procedures of the department.

### **DISTINGUISHING CHARACTERISTICS**

This is the advanced journey-level classification in the City's clerical support job series. Positions at this level are confidential; and, distinguished from other positions within the clerical support series by the level of responsibility assumed and the complexity of duties assigned. Employees provide high-level secretarial and office administrative services for a designated department head or executive staff member. A supervisor normally establishes general guidelines for action; however, day-to-day activities require frequent use of tact, discretion, initiative and independent judgment, particularly when dealing with a variety of City staff, representatives of other agencies, and the public. This class is distinguished from Administrative Secretary, in that the latter provides complex and confidential secretarial support and limited technical support to a City Executive. It is also distinguished from the Executive Secretary to the City Manager –RES, as the latter reports directly to the City's Chief Executive Officer.

### **ESSENTIAL FUNCTIONS**

*This reflects essential responsibilities of this classification; however, all responsibilities may not be performed by all incumbents.*

- Work with confidential and restricted information and documents.
- Transcribe dictation from recording devices or type from notes or comprehensive material that includes correspondence, reports, forms, and a variety of administrative reports.
- Receive and screen calls from the public.
- Make appointments for department head.
- Compose correspondence from general instructions or independently in accordance with policies and procedures.
- Receive calls, from the public, with complaints and problems, and request for assistance.
- Evaluate problems and complaints and attempt to resolve them or to direct the public to the appropriate source.
- Update, maintain and manage confidential departmental files.
- Assist in the development and coordination of the department budget, purchase orders, confidential personnel transaction forms, or other administrative details.
- Assign or distribute work to subordinate clerical support classifications.
- Assist in the interview and recommendation of clerical support job applicants.
- Train and/or orient new clerical support employees in the office.

- Follows and enforces City-wide office policies and procedures within the department.
- Performs other related duties as assigned.

### **KNOWLEDGE, SKILLS AND ABILITIES**

#### **Knowledge of:**

- Principles and practices of confidentiality laws, rules and regulations.
- Modern office procedures, techniques, and equipment.
- Clerical and department support work practices, procedures, specific rules, precedence, and regulations.
- Proper English grammar, vocabulary, spelling and punctuation.
- Basic accounting or bookkeeping principles and practices
- Record keeping, report preparation and filing methods.
- Business letter writing, filing, indexing, and recording systems and procedures.
- Applicable state, federal and local statutes, laws, rules and regulations that apply to the area of assignment.
- Computer applications and hardware related to performance of the essential functions of the job.

#### **Skills in:**

- Typing at net rate of 50 wpm from printed copy.
- Following up on assignments with a minimum direction.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with minimum direction.
- Applying logical thinking to solve problems or accomplish tasks; to understand, interpret and communicate complicated policies, procedures and protocols.
- Analyzing and resolving office administrative situations and problems.
- Communicating clearly and effectively, both orally and in writing.
- Bilingual skills are highly desirable.

#### **Ability to:**

- Maintain the ethics and principles of confidentiality laws, rules and regulations.
- Establish and maintain effective working relationships with co-workers, city agencies, and the general public.
- Perform assigned duties with minimum supervision
- Identify problems and implement and/or recommend solutions.
- Interpret and apply ordinances, resolutions, rules, City and departmental policies and procedures.
- Deal diplomatically with the public.
- Take responsibility and use good judgment within scope of authority
- Communicate effectively verbally and in writing.
- Handle stressful situations.
- Handle multiple interruptions.
- Handle multiple priorities.
- Use tact, discretion, initiative and independent judgment within established guidelines.
- Ability to organize work, set priorities, meet critical deadlines and follow up on assignments with a minimum of direction.
- Ability to read, communicate to others the policies, procedure, statutes, local rules, codes and regulations pertaining to assigned programs and functions.
- Ability to perform the essential functions of this classification.

### **MINIMUM QUALIFICATIONS REQUIRED**

#### **Education:**

High School Diploma or GED; and

#### **Experience:**

1. Four (4) years of Secretarial experience; or

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2. Two-years of experience equivalent to a Secretary with the City of East Palo Alto; or
3. A combination of training, education, and experience that is equivalent to one of the minimum qualifications listed above that provides the required knowledge and abilities.

**Licenses and/or Certifications:**

- Valid California Class C Driver's License or higher and a good driving record, at the time of appointment.

**DESIRED QUALIFICATIONS**

Associate's Degree or Clerical Training Certificate is highly desirable.

**MATERIAL AND EQUIPMENT USED**

General office equipment, personal computer and applications, i.e., Word, Excel, Publisher, Power Point, Assess, Visio) printer, vehicle, regular/cell telephone, pager, microfiche machine, typewriter, cassette duplicator, scanner, fax, and transcription equipment, copier,,

**PHYSICAL REQUIREMENTS**

While performing the essential functions of this classification the employee is frequently required to stand, walk, and sit for long periods of time; ability to use hands and fingers, handle, manipulate and feel; ability to reach with hands and arms; ability to speak and hear; ability to occasionally lift and/or move up to 25 pounds, climb flights of stairs; specific vision abilities required by this job include close vision and the ability to adjust focus.

**WORKING CONDITIONS**

While performing the essential functions of this classification the employee is generally in an office environment. The working conditions are typically moderately quiet, but may be moderately noisy at times.

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***NOTE:*** Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.