



TOWN OF DISCOVERY BAY

A COMMUNITY SERVICES DISTRICT

EXECUTIVE ASSISTANT

Class Description

DEPARTMENT/DIVISION: General Manager

DEFINITION

Under general direction, provides varied, complex, and confidential office administrative and secretarial support to the General Manager and Town/Community Services District (District) management and administration staff; conducts projects and administers limited programs; performs technical support work related to the responsibilities of the General Manager and other department directors and management staff; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the General Manager or other District management. Gives direction to lower-level administrative staff.

CLASS CHARACTERISTICS

Incumbents perform a variety of office administrative, project coordination and management support work for the General Manager, other department directors, and associated staff. The work requires extensive public contact, the frequent use of tact, discretion, and independent judgment, knowledge of District activities and the ability to perform independent projects. This class is distinguished from other office administrative classes in that the nature, scope, and diversity of responsibilities; requires a broader understanding of District functions and the capability of relieving District management staff of day-to-day office administrative and coordinative duties. The position of Executive Assistant is the highest position in the Administrative Job Series.

EXAMPLES OF ESSENTIAL 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 essential functions of the job.

- Oversees and ensures that the office administrative functions of the General Manager's office are effectively carried out.
- Oversees and supervises the clerical duties of technical and administrative incumbents within the General Manager's Office.
- Maintains multiple calendars and coordinates the schedules of the General Manager, Staff and other District management and administration; and makes travel arrangements as required.
- Organizes and coordinates meetings, conferences, and other functions for the District.
- Receives and screens visitors, telephone calls, emails and regular mail; provides information and resolves issues for District staff, other organizations, and the public, which often requires the use of judgment and the interpretation of policies, rules, and procedures.
- Types and assembles reports, manuals, correspondence, and other materials; independently responds to letters and general correspondence (i.e., composes and prepares letters, memoranda, and reports pertaining to standard policies).
- Researches, compiles, organizes, and analyzes information and data for special projects and various reports, publications, and newsletters; designs and implements forms; prepares written materials to explain District programs and procedures.
- Attends to a variety of office administrative details, such as keeping informed of departmental activities, transmitting information, preparing contracts and agreements, ,

- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; may operate other department-specific equipment.
- Organizes and maintains various administrative, confidential, reference, and follow-up files; purges files as required.
- Directs, coordinates, reviews, and evaluates the work of office support staff on a project or day-to-day basis; participates in the selection of clerical staff and trains staff in work procedures.
- Contributes to a positive work environment by participating in solutions to problems as they occur.
- Attendance and punctuality that is observant of scheduled hours on a regular basis.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic organization and function of public agencies, including the role of an elected Board of Directors and appointed boards and commissions.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Basic budgetary policies and procedures.
- Basic principles and practices of data collection and report preparation.
- Applicable codes, regulations, policies, technical processes and procedures.
- Project coordination and implementation procedures.
- Standard office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Computer applications related to the work, including word processing, database and spreadsheet applications.
- Records management principles and practices.
- Business arithmetic and basic statistical techniques.
- Techniques for dealing effectively with the public, vendors, contractors and District staff, in person and over the telephone.
- Techniques for providing a high level of customer service to public and District staff, in person and over the telephone.
- Safe driving principles and practices.
- Safe work practices.

Skill in:

- Planning, organizing, administering, coordinating, reviewing, evaluating and personally participating in office management functions and administrative duties and responsibilities.
- Planning, organizing, assigning, coordinating, supervising and evaluating the work of assigned staff.
- Assisting in preparing and administering budgets; preparing clear and concise reports.
- Providing varied, confidential and responsible secretarial and office administrative work requiring the use of independent judgment, tact and discretion.
- Responding to and effectively prioritizing multiple phone calls, walk-up traffic and other requests/interruptions.
- Interpreting, applying, explaining and implementing policies, procedures, technical processes and computer applications related to the General Manager's office.
- Analyzing and resolving office administrative and procedural concerns and making process improvement changes to streamline procedures.
- Planning, organizing, scheduling, assigning, reviewing and evaluating the work of staff.
- Performing basic research and preparing reports and recommendations.
- Composing correspondence and reports independently or from brief instructions.
- Establishing and maintaining a records management system.
- Making accurate arithmetic and statistical calculations.
- Using English effectively to communicate in person, over the telephone and in writing.
- Organizing own work, coordinating projects, setting priorities, meeting critical deadlines and following-up on assignments with a minimum of direction.

- Taking notes rapidly and accurately transcribing own notes.
- Providing exceptional customer service to coworkers, internal customers and the public.
- Using tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establishing and maintaining effective working relationships with employees and those contacted in the course of the work.
- Operating modern office equipment including computer equipment and software programs.
- Operating a motor vehicle safely.

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 the completion of the twelfth (12th) grade supplemented by two (2) years of college-level coursework in business or secretarial science, and five (5) years of responsible secretarial experience involving assisting executive management or a high level official with administrative duties such as typing, filing, calendar coordination, public relations, and project coordination tasks, including two (2) years of lead experience. Possession of Associates of Arts degree from a business or community college in an appropriate curriculum is highly desirable.

License:

Possession of, or ability to obtain, and maintain, a valid California class C driver's license with a satisfactory driving record, may be required.

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 District 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 in work areas 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. Positions in this classification occasionally lift and carry reports and records that typically weigh less than 20 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 upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to work on evenings, weekends, and holidays.

Note: All employees of the Town of Discovery Bay Community Services District are designated by state law to be "Disaster Service Workers." In the event of a declared emergency or any undeclared emergency or natural disaster that threatens the life, health and/or safety of the public, employees may be assigned to assist rescue and relief workers. Such assignments may be in locations, during hours and performing work significantly different from the employees' normal work assignments and may continue through the recovery phase of the emergency.