



# TOWN OF DISCOVERY BAY

A COMMUNITY SERVICES DISTRICT

## EXECUTIVE ASSISTANT A

**\$31.06– \$35.14/hour, \$64,603 – \$73,092/year**

FLSA Designation: Non-Exempt  
Established: February, 2014  
Revised: July, 2019

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

**DEPARTMENT / DIVISION** As assigned

### SUMMARY DESCRIPTION

Under supervision of the General Manager. May exercise functional or direct supervision over assigned administrative support staff.

### IDENTIFYING CHARACTERISTICS

Executive Assistant A – This is the highest-level administrative support classification assigned to provide administrative assistance to the General Manager. Incumbents perform a variety of administrative, project, and program coordination support work for the General Manager and Town management and staff. The work requires extensive public contact, the frequent use of tact, discretion, and independent judgment, thorough knowledge of Town activities, and the ability to conduct independent projects and programs. The work requires recommending and implementing office policies and procedures and involves performing various research and administrative support functions. This class is distinguished from other office administrative classes in that the nature, scope, and diversity of responsibilities originate at an agency-wide level requiring a broader understanding of Town functions and the capability of relieving Town management staff of day-to-day administrative and coordinative duties. Positions at this level are not expected to function with the same amount of program knowledge or skill level as positions allocated to the Executive Assistant “B” level and exercise less independent discretion and judgment in matters related to work procedures and methods.

### REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

1. Provides administrative support to the General Manager by assisting with duties of an advanced, complex, sensitive, and confidential nature; acts as a liaison between the General Manager and other staff and the public, coordinating resolutions and following up when appropriate; resolves sensitive and controversial issues or refers to executive/management staff as appropriate; explains various programs, policies, and activities.
2. Composes, types, and edits a variety of detailed and confidential documents including correspondence, forms, memos, staff, administrative, and regulatory reports, and specialized documents for the General Manager and Town management and staff; proofreads materials for accuracy, completeness, and checks for punctuation, spelling, and grammar; makes corrections.
3. Coordinates, implements, and provides administrative and programmatic support in areas such as human resources and benefits administration, safety and training, emergency response

planning, tax roll and assessments, and regulatory reporting; maintains accurate and complete records and files.

4. Serves as a liaison to employees, the public, and private organizations, community groups, and other agencies; receives and responds to complaints and questions relating to assigned area of responsibility; reviews problems and recommends corrective actions.
5. Participates in the development and implementation of new or revised programs, systems, procedures, and methods of operation; researches and analyzes data; develops recommendations for operational, policy, and/or procedural changes; participates in program and project implementation and monitoring of activities.
6. Researches, compiles, and organizes information and data related to assigned programs; formats reports, spreadsheets, and related documents; prepares and assembles reports, manuals, articles, announcements, and other informational materials.
7. Maintains and updates record systems and specialized databases; verifies accuracy of information; enters and updates information; retrieves information from systems and databases as required.
8. Prepares, copies, collates, and distributes a variety of documents, including agendas packets, reports, informational packets, bid packages, purchase orders, and contracts and specifications; ensures proper filing of copies in Town files.
9. Maintains calendars; schedules meetings between the General Manager, Town management and staff, and other groups or organizations; arranges for necessary set-up and materials to be available at meetings.
10. May provide staff support to committees or commissions including preparing agendas, packets, and related materials; prepares and coordinates publications, postings, and distribution of legal notices for public meetings and hearings, ensuring that legal requirements are met; may attend public meetings or hearings and be required to take and maintain minutes for such meetings; serves as back-up Board Clerk as necessary.
11. Receives and screens visitors and telephone calls; takes messages, directs the caller to the proper staff, and/or provides factual information or problem resolution regarding Town and departmental activities and functions that requires the application and explanation of rules, policies, and procedures.
12. Performs other duties as assigned.

## **QUALIFICATIONS**

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

### **Knowledge of:**

Principles and practices of program and project coordination and implementation. Principles, practices, and sources of information related to a broad range of CSD programs, services, and administration such as, but not limited to, human resources, safety and training, compliance, and other related governmental programs. Organization and function of public agencies, including the role of an elected Board and appointed commissions and committees. Modern office procedures, methods, and equipment including computers. Computer applications such as word processing, spreadsheets, and statistical databases. Principles and practices of fiscal, statistical, and administrative research and report preparation. Principles of business letter writing and report preparation. English usage, spelling, grammar and punctuation. Pertinent federal, state, and local laws, codes, and ordinances. Techniques for effectively representing the Town in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Town staff.

### **Ability to:**

Develop and implement assigned programs, projects, and activities in an independent and cooperative manner, evaluate alternatives, and make sound recommendations. Maintain confidentiality and be discreet in handling and processing confidential information and data. Perform responsible administrative support work with accuracy, speed, and general direction.

Understand the organization and operation of the Town and of outside agencies as necessary to assume assigned responsibilities. Evaluate and develop improvements in operations, procedures, policies, or methods. Prepare a variety of clear and concise administrative and financial reports. Compile and maintain complex and extensive records. Implement and maintain filing systems. Set priorities and meet critical deadlines. Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person. Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports. Type and enter data at a speed necessary for successful job performance. Use English effectively to communicate in person, over the telephone, and in writing. 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:

Executive Assistant A - Equivalent to the completion of the twelfth (12<sup>th</sup>) grade and one (1) year of increasingly responsible administrative office support experience assisting executive management or high-level official.

**License:**

Possession of, or ability to obtain, an appropriate driver's license may be required for some positions.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

**Environment:** Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. The employee interfaces with staff, management, and the public in providing customer service, explaining Town policies and procedures, and requesting and providing information.

**Physical:** Must possess mobility to work in a standard office setting and use standard office equipment, including a computer. 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.

**Vision:** See in the normal visual range with or without correction.

**Hearing:** Hear in the normal audio range with or without correction.

**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.