



TOWN OF DISCOVERY BAY

A COMMUNITY SERVICES DISTRICT

EXECUTIVE ASSISTANT B

\$34.29 – \$38.80/hour, \$71,329 – \$80,703/year

FLSA Designation: Non-Exempt
Established: July, 2016
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 general direction of the General Manager. May exercise functional or direct supervision over assigned administrative support staff.

IDENTIFYING CHARACTERISTICS

Executive Assistant B – This is the full journey-level classification within the Executive Assistant support series. Employees within this classification are distinguished from the Executive Assistant “A” position by the performance of the full range of office and administrative support duties as assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. The position in this support series is flexibly staffed and is generally filled by advancement from the “A” level, or when filled from the outside, require prior experience. Advancement to the “B” level is based on demonstrated proficiency in performing the assigned functions and is at the discretion of higher level supervisory or management staff. 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. 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.

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. Performs a wide variety of complex, responsible, and confidential duties for assigned office and staff; relieves executive and management staff of administrative work including investigating and answering complaints and providing assistance in resolving operational and administrative problems.

3. Collects, compiles, and analyzes information from various sources on a variety of specialized topics offering 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; writes reports that present and interpret data, identify alternatives, and make and justify recommendations.
4. Perform duties of staff benefit coordinator including researching, various plan analysis and implementation of benefit plans.
5. Types, word processes, and proofreads a wide variety of reports, letters, memoranda, correspondence, resolutions, ordinances, statistical charts, and other documents; types from rough draft, verbal instruction, or transcribing machine; independently composes correspondence and reports related to assigned area of responsibility.
6. Maintains and updates record systems and specialized databases; verifies accuracy of information; enters and updates information; retrieves information from systems and databases as required.
7. 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.
8. 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.
9. Screens calls, visitors, and mail; provides information and assistance including responding to sensitive requests for information and assistance; researches information related to regulations and departmental policies; assists the public and other staff in interpreting and applying policies, procedures, ordinances, rules and regulations in response to inquiries that often require the use of independent judgment and the understanding of policies and procedures.
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.
11. Monitors changes in federal, state, and local regulations, assesses impact, and recommends and implements policy and procedural changes after approval.
12. Participates in special projects as assigned.
13. May direct, train, assign and review the work of office support staff as required.
14. 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:

Operational characteristics, services, and activities of assigned functions, programs, and operations of an executive office. Functions and organization of CSD government. 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:

Perform confidential, responsible, and difficult secretarial and administrative support duties involving the use of independent judgment and personal initiative and resourcefulness in support of the General Manager. Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities. Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals. Research, compile, analyze, and interpret data. 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. Plan, assign, and review the work of assigned clerical personnel. 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 B - Equivalent to the completion of the twelfth (12th) grade and three (3) years of increasingly responsible administrative office support experience assisting executive management or high-level official comparable to an Executive Assistant "A" with the Town of Discovery Bay.

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.