

City of South San Francisco  
Human Resources Department

**Executive Assistant to the City Manager**  
Class Description

**Definition**

Provides highly responsible, confidential, varied and typically complex administrative support to the City Manager, Assistant City Manager and City Council in the overall administration of City operations.

**Distinguishing Characteristics**

The Executive Assistant to the City Manager is a single position classification and is the highest office administrative/secretarial class in the City. The primary responsibility is to manage the administrative work of the City Manager's Office and to ensure efficient service for the Office of the City Manager, City Council, and the public. Responsibilities require tact, discretion, diplomacy, initiative and independent judgment, as well as knowledge of City activities and a strong ability to implement City administrative procedures. This class is distinguished from other office administrative classes in that the nature, scope, and diversity of responsibilities require a broader understanding of City functions and the competence to perform duties that require the exercise of discretion and independence with respect to matters of significance.

**Typical and Important Duties**

1. Oversees and ensures that the administrative functions of the Office of the City Manager are effectively carried out.
2. Plans, directs, reviews, and evaluates the work of office staff; trains staff in work procedures; provides effective input into selection and discipline; ensures and coordinates coverage for the office at all times.
3. Manages the City Manager's calendar; functions as the liaison between the City Manager's Office and the City Council.
4. Attends weekly meeting to review RDA/Council Meeting agendas with City Clerk and Department Heads.
5. Establishes, supervises, and personally handles a comprehensive system of tracking the myriad of details associated with a busy City Council; maintains the record keeping and information retrieval systems required for the efficient maintenance of records and documents required by the members of the City Council and the City Manager's Office.
6. Supervises and personally handles the generation, recording, and processing of official records and documents.
7. Coordinates, refers, and/or assumes responsibility for investigating and responding to various inquiries and complaints from citizens and officials; prepares draft letters for signature in response to the inquiries/complaints.
8. Develops proposed policies and procedures.
9. Composes, prepares and proofreads confidential correspondence, reports, and other complex documents.
10. Assists in the implementation of goals, objectives, strategies, policies, procedures and work plans.

11. Prepares and updates a variety of periodic and special narrative, accounting, database, and statistical reports.
12. Approves bills and invoices for payment ensuring they are coded to the correct line item budget; prepares and transmits a variety of financial documents, including payroll; assists in budget preparation and maintains records of purchase orders, payroll, expense statements, and other fiscal transactions.
13. Organizes, coordinates, and represents the City in a variety of business and social functions that may include representatives of other governmental agencies and foreign officials.
14. Arranges for meetings by scheduling rooms, notifying participants, preparing agendas from notes and brief instructions, and ensuring that information is compiled and duplicated; arranges for food and beverages as appropriate; takes and prepares summary or action minutes of such meetings.
15. Maintains official records and executes administrative policies in conjunction with other officials.
16. Performs related duties and responsibilities and special projects as assigned.

### **Job-related Qualifications**

#### Knowledge of:

- The organization and function of a City government, including the role of an elected City Council and appointed boards and commissions.
- Office management methods, practices policies and procedures.
- Principles of supervision, training, and employee development.
- Codes, regulations, policies, and procedures related to the Office of the City Manager.
- Rules and regulations governing public meetings and public agency record keeping.
- Standard office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Computer applications related to the work, including word processing, presentation, database, and spreadsheet applications.
- Records management principles and practices.
- Business arithmetic and basic statistical techniques.

#### Ability to:

- Provide varied, responsible and often confidential secretarial and office coordinative/administrative work requiring the use of independent judgment, skill, tact, diplomacy, and discretion.
- Interpret and implement policies and procedures related to the functions.
- Coordinate Councilmember activities to ensure meetings and activities are communicated and followed-up on.
- Establish and maintain a records management system for the Office of the City Manager.
- Make accurate arithmetic and statistical calculations.
- Compose correspondence and reports independently.
- Communicate effectively in writing, orally, and with others to assimilate, understand, and convey information in a manner consistent with job functions.

- Use English effectively to communicate in person, over the telephone, and in writing.
- Use initiative and independent judgment.
- Take a proactive approach to customer service issues.
- Analyze and resolve office administrative and procedural problems.
- Make process improvement changes to streamline procedures.
- Organize own work, set priorities, meet critical deadlines, and follow-up on assignments with a minimum of direction.
- Plan, distribute, direct, coordinate, review, and evaluate the work assigned to staff and train staff in work procedures.
- Represent the City effectively in contacts with elected and foreign officials, representatives of other agencies, City departments, and the public, occasionally in situations where relations may be difficult or strained.
- Establish and maintain cooperative relationships with those contacted in the course of the work.
- Work in a safe manner, following City safety practices and procedures.
- Maintain confidentiality regarding sensitive information.
- Be an expert in one or more job-related computer application programs; provide expertise to others in one or more computer applications used daily on the job.

Skilled in:

- Word processing and working with a variety of computer applications with sufficient speed and accuracy to perform assigned work.
- Entering and retrieving data from a computer with speed and accuracy sufficient to perform assigned work.
- Rapid note taking and accurate transcription of own notes.

### **Experience and Training**

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

Experience:

Six years of progressively more responsible office administrative and secretarial experience in a public agency setting working with management-level staff in dealing with the public, directing the work of others; at least two years of the experience working with elected and appointed officials.

Training:

Equivalent to graduation from high school with supplemental business school or applicable college-level course work. Possession of Associate of Arts degree from a business or community college in an appropriate curriculum is desirable.

### **Licenses and Certificates**

All licenses and certifications must be maintained as a condition of employment.

- Possession of, or ability to obtain, a valid, appropriate California driver's license and a satisfactory driving record.
- Must obtain and maintain certification as a Notary Public.

### **Special Requirements**

Essential duties require the following physical skills and work environment:

#### **Physical Skills:**

Able to use standard office equipment, including a computer; mobility to work in a typical office setting; sit, stand, walk, kneel, crouch, stoop, squat, twist, and maintain sustained posture in a seated position for prolonged periods of time; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone; lift and carry 35 pound boxes, files, and materials.

#### **Work environment:**

Work in a standard office setting. This position often requires extended workdays, or weekend work; attendance at evening or weekend meetings, or participate in specific projects or programs on evenings and weekends.

#### **Ability to:**

Travel to different sites and locations.

### **Additional Information:**

- Approved: July 8, 1998
- Revised Date: September 2002, June 2003, October 2004, July 2008, March 2011
- Former Titles:
- Abolished:
- Bargaining Unit:
- DOT: No
- Status: Unclassified/exempt
- Job Code: O410