CITY OF SANTA CRUZ
EXECUTIVE ASSISTANT TO THE CITY MANAGER

Reports to: **City Manager**
Supervises: **Administrative Assistants and/or other clerical staff**
Bargaining Unit: **Service**

BASIC FUNCTIONS

Under general direction, provides varied, complex, and confidential office administrative support to the City Manager, Assistant City Manager, Assistant to the City Manager, Mayor, and City Council including handling confidential materials and complex citizen and employee relations; conducts special projects; acts as the first point of contact for the City Manager, Mayor, City Council, other departments, and the public to resolve issues and concerns; assists in coordinating City-sponsored events and meetings; provides information to the public and staff requiring considerable knowledge of City and department services, policies, and procedures; manages the office administrative functions of the City Manager's Office; performs technical support work related to the responsibilities of the City Manager; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is the highest-level administrative assistant classification within the City. Incumbents perform a variety of administrative, project coordination support work for the City Manager, Assistant City Manager, Assistant to the City Manager, Mayor, City Council, and associated staff. The work requires extensive public contact, the frequent use of tact, discretion, and independent judgment, knowledge of City activities and the ability to conduct independent projects. This class is distinguished from other office administrative classes in that the nature, scope, and diversity of responsibilities originating at a City-wide level require a broader understanding of City functions and the capability of relieving City management staff of day-to-day administrative and coordinative duties.

TYPICAL DUTIES *(Duties may include, but are not limited to the following):*

- Provides administrative support to the City Manager, Assistant City Manager, Assistant to the City Manager, Mayor, and City Council by assisting with duties of an advanced, complex, sensitive, and confidential nature; represents the department at meetings as assigned; acts as a liaison between the City Manager and other staff and the public, coordinating resolutions and following up with staff when appropriate.
- Receives and screens visitors, telephone calls, emails, and regular mail; provides information to the public to ensure an understanding of departmental and City policies and procedures; listens to questions and explains procedures according to existing guidelines; refers citizens to the appropriate department source as appropriate; identifies, negotiates, and/or resolves solutions to citizen complaints and problems when appropriate.
- Composes, types, and edits a variety of documents including detailed and often confidential correspondence, forms, memos, reports, statistical reports, invitations, graphic materials, permits, and specialized documents for the City Manager and other management and department staff

from rough draft, dictation equipment, handwritten copy, verbal instructions, or from other material; proofreads materials for accuracy, completeness, compliance with departmental policies, format, and English usage, including grammar, punctuation, and spelling; inputs and retrieves data and text using a computer.

- Coordinates and participates in the preparation of the department's budget; reviews and ensures accuracy of budget documents; processes payment authorizations for City Manager and City Council invoices; tracks, enters, and maintains purchase orders in financial database system.
- Plans, organizes, and coordinates City special events, receptions, dinners, and various meetings; participates in the planning and coordination of employee events.
- Designs and implements file, index, tracking, and record-keeping systems; researches records within areas of assigned responsibility to prepare reports and provide follow-up information to customer and staff inquiries; organizes and maintains various administrative, confidential, reference, and follow-up files and records for the City Manager, Mayor, and City Council.
- Coordinates and maintains multiple calendars and schedules meetings and appointments for the Mayor, City Councilmembers, and the City Manager; makes travel arrangements as required.
- Provides a variety of support to City commissions, committees, and/or task forces; may prepare and distribute agenda packets, attend meetings and prepare minutes, and follow-up on decisions as required.
- Maintains department personnel files, including processing personnel action forms and sensitive/confidential personnel issues, preparing supervisor generated performance evaluation forms, processing accident/incident/workers' compensation claim forms, filing pertinent documents, maintaining files in a secure location, and providing information to supervisors and managers.
- Attends to a variety of office administrative details, such as purchasing supplies, arranging for equipment purchase and maintenance, and attending meetings.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones.
- May organize, assign and review the work of other clerical staff as assigned.
- Acts as the Department Technology Coordinator.
- Performs other duties as assigned.

WORKING CONDITIONS

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 City and departmental policies and procedures. Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person 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. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

City of Santa Cruz
Executive Assistant to the City Manager

MINIMUM QUALIFICATIONS

Knowledge:

- Practices and methods of office management and administration, including the use of standard office equipment.
- Basic principles and practices of supervision and training.
- Organization and function of public agencies, including the role of an elected City Council and appointed boards and commissions.
- Applicable Federal, State, and local laws, codes, regulations, and policies, technical processes, and procedures related to the department to which assigned.
- Principles and procedures of record keeping and reporting.
- Principles and practices of data collection and report preparation.
- Business letter writing and the standard format for reports and correspondence.
- Business mathematics and basic statistical techniques.
- Computer applications related to the work, including word processing, web design, database, and spreadsheet applications.
- Modern office practices, methods, and computer equipment.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Abilities:

- Maintain confidentiality, tact and discretion in handling and processing confidential information and data.
- Interpret, apply, and explain applicable Federal, State, and local laws, rules, regulations, policies, and timelines, as well as complex administrative and departmental policies and procedures.
- Perform responsible administrative support work with accuracy, speed, and general supervision.
- Participate in the preparation of department budget, including gathering and analyzing data related to expenditures and projected charges and monitoring budget expenditures and revenues.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Compose correspondence and reports independently or from brief instructions.
- Understand and carry out complex oral and written directions.
- Research, analyze, and summarize data and prepare accurate and logical written reports.
- Make accurate arithmetic, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Effectively organize, direct and review the work of other clerical staff.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner, set priorities, and meet critical deadlines.
- Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.

- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience

Any combination of education and experience that provides the knowledge, skills and abilities combined with any required licenses or certificates is qualifying. A typical way to obtain the required qualifications is to possess the equivalent of the following:

- High school graduation or tested equivalent and;
- Five years of increasingly responsible administrative office support experience assisting executive management or a high-level official, including office management experience.

or

- Successful completion of two years of college-level course work (60 semester units) in Business or Public Administration, or a directly related field and three years of responsible general office experience including office management responsibility.

LICENSES/CERTIFICATES

- Possession and continued maintenance of a valid California driver's license and a safe driving record.

DESIRABLE QUALIFICATIONS

- Volunteer experience with the City of Santa Cruz Agency.

Career Ladder

Executive Assistant to the City Manager
Administrative Assistant III
Administrative Assistant I/II

Classification No.:	104
Date of Issue:	12/12
Supersedes:	5/86
Update:	12/12