



CITY OF RANCHO SANTA MARGARITA JOB DESCRIPTION

EXECUTIVE ASSISTANT

DEFINITION

Under general supervision, performs a wide variety of confidential and complex administrative and executive management support duties involved in providing assistance to the City Manager and five members of the City Council; provides information and assistance to the public; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS

This classification reports directly to the City Manager. The Executive Assistant is expected to perform a full range of administrative and executive management support services with a high degree of initiative, independent judgment, confidentiality and discretion. This position is distinguished from the Administrative Assistant classification by the sensitivity and level of interpersonal contacts that are required and its independence of action in support of the City Manager's Office and City Council. The incumbent is required to safeguard the confidentiality of information and demonstrate tact and diplomacy in dealing with people.

ESSENTIAL DUTIES:

The following functions are typical for this classification. Incumbents may not perform all of the listed functions and/or may be required to perform additional or different functions consistent with business needs and position qualifications.

- Serve as primary contact and resource person for the City Manager's Office and the City Council; screen calls, visitors and mail; respond to complaints and requests for information and assistance; research questions to provide accurate information; refer more technical questions or issues to appropriate City staff; ensure follow up to unanswered inquiries.
- Draft letters, memoranda or basic reports from general instructions or information related to assigned responsibilities; type, format and proofread a wide variety of reports, letters, memoranda and Excel charts/spreadsheets; compose letters, memoranda or basic reports from rough draft, verbal instruction or transcription machine recording; review drafts for punctuation, spelling and grammar.

- Initiate and maintain a variety of files and records for information related to the City Manager's Office and City Council to assist in the management or administration of departmental programs; apply specialized knowledge of rules, regulations and procedures in keeping records; ensure proper filing of documents in department and City's master central file system.
- Monitor expenses relative to budget. Prepare check requests, purchase requisitions and other budgetary documents for the City Manager's Office, City Council, or other Departments as assigned.
- Maintain calendars of department activities, meetings, City functions, and various events; schedule meetings, conferences and other functions; coordinate travel and meeting arrangements; arrange for necessary materials to be available for meetings.
- Coordinate mail, invitations and weekly reports to the City Council.
- Assist in a variety of department operations and events; perform special projects and assignments as requested.
- Establish, maintain and foster positive and harmonious working relationships with City staff and all those contacted in the course of work.
- Provide administrative assistance to others in the City Manager's Office and other departments as needed.
- Perform related duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

Office administration practices and procedures.

Operations, rules, regulations, procedures and activities of the Department.

Word Processing methods, techniques and programs.

Principles and formats of business letter writing: proper English, spelling, grammar, and punctuation use.

Principles and procedures of record keeping.

Administrative and departmental policies and procedures; overall structure of City governmental operations.

Techniques for providing a high level of customer service by effectively dealing with elected and appointed officials, members of the public, staff and other agencies.

Ability to:

Organize and prioritize workflow in order to meet deadlines; adjust to changing priorities.

Understand the organization and operation of the City and of outside agencies as necessary to complete assigned responsibilities.

Use tact and discretion in dealing with elected and appointed officials, sensitive situations, co-workers and the public.

Communicate clearly and effectively orally and in writing.

Operate a computer using word processing spreadsheet and other specialized software; may include Microsoft Word, Excel, Outlook and Power Point.

Organize and maintain City Council, City Manager, Department and specialized files.

Understand and implement oral and written instructions.

Work independently in absence of supervision.

Attend night and/or weekend meetings, events or activities outside normal business hours.

Travel to various sites and operate a motor vehicle safely.

Training and Experience:

Any combination equivalent to experience and training that provides the knowledge, skills, and abilities necessary for acceptable job performance. Example combinations include:

Education equivalent to completion of the twelfth grade; college level coursework or college associates degree preferred. Three years of increasingly responsible administrative or executive management support; or any combination of education, experience and training that would likely provide the required knowledge and abilities.

Licenses:

Possession of a valid California Driver's License and a safe driving record at appointment is required.

Physical Standards:

Physical & Sensory Elements: The sensory demands of the job typically require speaking, hearing, touching and seeing. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Employee is frequently required to communicate with others, use a telephone and work on a personal computer. Close vision for reading and working on a visual display terminal screen and the ability to focus on small objects is required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter 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 25 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 be required to travel to other locations and attend meetings. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing policies and procedures.

Tools and Equipment:

Personal computer, including word processing, spreadsheet, electronic calendar, presentation and records management software programs; telephone, fax, copier, postage machine and other modern office equipment as necessary.

SELECTION GUIDELINES:

All selection guidelines for this position are subject to City Council determination, and include a formal City application, rating of education and experience, oral interview, and reference check. Job-related tests may also be required. Successful completion of a background review, including fingerprinting, may be required. Selected candidate will be required to provide written identification showing entitlement to legal residence in the United States.

The duties listed above are intended only as illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Note: All employees of the City of Rancho Santa Margarita are designated 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 employee’s normal work assignments and may continue through the recovery phase of the emergency. (Per City Ordinance 03-04)

FLSA Status: Non Exempt

Classification Status: This is an “At Will” classification and not included in “Competitive Service” as defined in Section 2.04.040 of the Rancho Santa Margarita Municipal Code. Employment can be terminated with or without cause or notice at any time by either City or employee.

Approval Date: August 19, 2014
Revised Date: July 18, 2024