

CITY MANAGER ASSISTANT (AT-WILL)

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.

DEFINITION

To provide a wide variety of responsible and confidential office administrative support duties to the City Manager, Deputy City Manager, Mayor, and City Council Members; to maintain various records and files; to assist in the daily operations of the City Manager's Office; and to perform related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from City Manager and/or higher-level administrative staff. In the event of any differing or inconsistent direction to the incumbent, the City Manager shall provide direction that resolves any such differences or inconsistencies; and the incumbent shall implement the direction prescribed by the City Manager.

DISTINGUISHING CHARACTERISTICS

The incumbent shall be appointed "at-will" and exempt from classified service and shall serve at the pleasure of the City Manager. This is a single position class characterized by responsibility to serve as staff to the City Manager, Deputy City Manager, Mayor, and City Council Members. The incumbent is expected to exercise considerable judgment and tact in performing assigned duties. This class is differentiated from the departmental classifications of Administrative Assistant and Executive Assistant in that the City Manager Assistant assumes a higher degree of discretion and judgment in the daily performance of duties and responsibilities exercising decorum, political acumen, sensitivity, confidentiality, and proper protocols in all interactions with elected officials, dignitaries, the business community, and others contacted in the course of work. This class is further differentiated from the City Manager Executive Assistant by the responsibility of the later class for serving as the office manager.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS--*Essential and other important responsibilities and duties may include, but are not limited to, the following:*

Essential Functions:

1. Provides excellent customer service and effective public relations in all interactions with the public, City staff, elected officials, dignitaries, the business community, and others contacted in the course of work; provides responsible and confidential administrative support to the City Manager, Deputy City Manager, Mayor, and City Council Members.
2. Screens office visitors and telephone callers; provides front counter assistance to the public; refers matters to other staff/departments as appropriate; responds to and resolves complaints and requests for information on regulations, procedures and rules.
3. Receives, sorts, opens, and distributes department mail to appropriate staff.

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4. Types and proofreads a wide variety of reports, letters, memoranda and statistical charts; types from rough draft, or verbal instruction; composes correspondence for review and signature.
5. Assists in the maintenance of a calendar of activities, meetings and various events for the City Manager, Deputy City Manager, Mayor, and City Council Members; makes travel arrangements; coordinates meetings and activities with other City departments, the public, and outside agencies.
6. Maintains and orders office supplies; prepares purchase orders; receives invoices and checks for accuracy; processes payments.
7. Provides support in the administration of the City Manager's Office budget; processes purchase requisitions and purchase orders; submits to staff for review and approval; monitors expenditures.
8. Maintains, develops and implements filing systems and records; modifies systems as appropriate.
9. Operates a variety of office equipment including copiers, facsimile machine and computer; inputs and retrieves data and text; organizes and maintains electronic and hard copy records and files.
10. As assigned, may provide administrative support to a variety of meetings including commission meetings; attends meetings; prepares minutes; prepares and compiles agenda and agenda packets; disseminates information as appropriate.
11. As assigned, provide assistance in special projects.
12. Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

- General office administration and secretarial practices and procedures.
- Business letter writing and basic report preparation techniques.
- Modern office procedures, methods and equipment including computers and supporting word processing and spreadsheet applications.
- Principles and procedures of record keeping.
- Policies and practices of developing agendas and meeting materials for assigned committees.
- Mathematical principles.
- English usage, spelling, grammar and punctuation.
- Pertinent Federal, State and local laws, codes and regulations.

Ability to:

- Perform office administrative and secretarial support services to the City Manager, Deputy City Manager, Mayor, and City Council Members.
- Keyboard at a speed necessary for successful job performance.
- Prepare clear and concise reports.
- Operate office equipment including computers and supporting word processing and spreadsheet applications at an intermediate level of proficiency.

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- Interpret, explain and enforce departmental and City policies and procedures.
- Perform secretarial work involving the use of independent judgment and personal initiative.
- Prepare correspondence and memoranda.
- Work independently in the absence of supervision.
- Maintain confidential records and reports.
- Maintain confidentiality of sensitive information.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Maintain physical condition appropriate to the performance of assigned duties and responsibilities.
- Exercise decorum, political acumen, and proper protocols in all interactions with elected officials, dignitaries, and others contacted in the course of work.

Experience and Training Guidelines

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

Experience:

A minimum of three (3) years of responsible administrative assistant or secretarial experience in support of administrative or management level staff and/or operations, preferably in the public sector with familiarity with governmental entities and operations. General clerical experience is not qualifying.

Training:

Equivalent to completion of the twelfth grade preferably supplemented by the completion of college coursework in business administration or a related field. Ability to keyboard accurately at a net speed of 45 wpm.

Licenses and Certifications

Possession of a State of California driver's license and the ability to maintain insurability under the City's vehicle insurance program.

WORKING CONDITIONS

The work environment characteristics and physical/mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Environmental 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 staff and/or public in providing customer service. Incumbents will be exposed to outdoor environmental elements on a limited basis.

Physical Demands:

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Must possess mobility to work in a standard office setting including use of standard office equipment, including a computer; to operate a motor vehicle; to visit various City sites; 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. Must be able to sit for prolonged periods of time. Finger dexterity is needed to access, enter, and retrieve data using a computer 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.

Mental Demands:

While performing the duties of this class, an employee uses written and oral communication skills; reads and interprets data, information, and documents; uses math, and mathematical reasoning; observes and interprets people, and situations; learns and applies new information and skills; performs highly detailed work; deals with changing deadlines, constant interruptions, and multiple concurrent tasks; and interacts with others encountered in the course of work.

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