

CITY OF RIALTO

Approved by City Council:
FLSA Exemption Status: Non-Exempt

Group: (N/A) Unrepresented/At-Will
DOT Participant: No

CITY MANAGER EXECUTIVE 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, complex, office administrative and secretarial support to the City Manager, Deputy City Manager, Mayor, and City Council Members; to oversee and manage the office and administrative support activities within the City Manager's Office; to maintain complex files and records; and to perform related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the City Manager and/or Deputy City Manager. 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.

May exercise technical and functional supervision over lower level clerical staff.

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 the highest level administrative support 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 City Manager Assistant by the responsibility for serving as the office manager and for performing the most complex administrative support work in the City Manager's Office.

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 complex and confidential administrative and secretarial support to City Manager, Deputy City Manager, Mayor, and City Council Members.
2. Serves as office manager and oversees office operations and activities; handles highly confidential information regarding controversial issues, individuals, and/or projects with diversified, City-wide implications; renders confidential assistance to the City Manager as necessary.
3. Screens incoming correspondence, phone calls, and visitors, recognizing and expediting priority matters; refers matters to other staff/departments as appropriate; answers a substantial amount of

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correspondence on own initiative in accordance with general policies and procedures or knowledge of the City Manager's viewpoint; provides front office assistance to the general public.

4. Serves as liaison between the City Manager, staff, and representatives from other departments and agencies; personally, transmits messages, requests, and instructions as appropriate.
5. Maintains a calendar of activities, meetings, conferences, and various events for the City Manager, Deputy City Manager, Mayor, and City Council Members; makes travel arrangements; coordinates activities with other City departments, the public and outside agencies; processes travel claims as needed.
6. Prepares a variety of correspondence and materials; independently composes letters and memoranda; prepares meeting minutes; creates proclamations and resolutions; types documents from rough draft or transcription or verbal instruction; responds to City Manager's e-mails; reviews all completed documents to ensure accuracy and consistency with City formats and standards.
7. Maintains, develops and implements department filing systems and records; modifies systems as appropriate; monitors contracts; types and proofreads a wide variety of reports, letters, memoranda and statistical charts; composes correspondence for review and signature.
8. Provides support in the preparation and administration of the assigned department budget; monitors expenditures; reviews and processes purchase requisitions and purchase orders; recommends modifications or adjustments as appropriate.
9. Maintains and orders office supplies and equipment; prepares purchase orders; receives invoices and checks for accuracy; processes payments.
10. Provides assistance to the Mayor and Council Members for public appearances, including gathering information and resources for public presentations.
11. 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.
12. As assigned, provide assistance in special projects.
13. Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

- General office administration and secretarial practices and procedures.
- Business letter writing and report preparation techniques.
- Modern office procedures, methods and equipment, including computers and supporting word processing and spreadsheet applications.
- Methods and techniques of maintaining files and records.
- Policies and practices of developing agendas and meeting materials for assigned committees.

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- Principles and procedures of record keeping.
- Mathematical principles.
- Practices used in minute taking and preparation.
- English usage, spelling, grammar and punctuation.
- Pertinent Federal, State and local laws, codes and regulations.

Ability to:

- Perform complex 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 advanced level of proficiency.
- Interpret, explain and enforce department policies and procedures.
- Perform responsible and difficult secretarial work involving the use of independent judgment use to meet critical deadlines.
- Independently prepare correspondence and memoranda.
- Work independently in the absence of supervision.
- Maintain confidential records and reports.
- Communicate clearly and concisely, both orally and in writing with tact and discretion.
- 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 four (4) years of highly responsible administrative assistant support or complex secretarial experience in support of administrative or management level staff and 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 50 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:

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.

Revised 2/12/2020