

SENIOR EXECUTIVE ASSISTANT

DEFINITION

Under general direction, performs a variety of responsible, confidential, and complex administrative and programmatic support duties for the General Manager, the Board of Directors, and other management staff; relieves General Manager and other key staff of administrative and clerical tasks, including scheduling meetings, coordinating travel arrangements, and responding to a variety of complex customer issues; interacts with elected officials, executives of regional agencies, representatives of industry and professional groups and the media on complex and sensitive matters; serves as a liaison with District staff, outside agencies, and the general public; plans, schedules, assigns, reviews and supervises the work of staff performing administrative and clerical support activities; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned management personnel. May supervise administrative support staff as assigned.

CLASS CHARACTERISTICS

This is the advanced journey level classification in the Executive Assistant class series. Incumbents at this level provide the most complex administrative support to the General Manager and other executive management staff and exercise a high level of independent judgment on diverse and specialized administrative and programmatic support activities. Assignments are typically provided through general instructions and objectives, and incumbents are expected to organize the necessary details and carry them through to completion. Performance of the work requires the use of independence, initiative, and discretion within established guidelines. Incumbents may be responsible for planning, organizing, supervising, reviewing, and evaluating the work of staff.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the typical functions of the job.

- Provides complex administrative support to the General Manager, the Board of Directors, and other management staff; relieves General Manager and other key staff of administrative and clerical tasks; responds to questions and complaints from customers, community members, outside agencies, and others on District-wide issues administered by the General Manager's Office.
- Establishes schedules and methods for providing administrative support services to the General Manager and other management and administrative staff; reviews and evaluates work products, methods, and procedures; recommends improvements in workflow, procedures, and use of equipment and forms.
- Develops and implements goals, objectives, and priorities with management objectives; recommends and participates in the implementation of resulting policies and procedures; monitors work activities to ensure compliance with established policies and procedures.
- Maintains a calendar of activities, meetings, and various events for the General Manager and other management staff; coordinates activities with other District departments, the public,

and outside agencies; sets-up meeting rooms, required equipment, and refreshments; ensures General Manager remains on-time with assigned schedule.

- Screens office calls, visitors, and mail; provides information and assistance including responding to requests for information and assistance; assists the public and other District staff in interpreting and applying District policies and procedures; researches information related to District policies; explains, justifies, and defends programs, policies and activities.
- Oversees travel arrangements for the General Manager, Board of Directors, and other management and administrative staff; registers staff for conferences and coordinates schedule, including flight and hotel reservations; develops and issues itineraries; reconciles expenses at conclusion of travel.
- Attends and participates in Board and committee meetings; schedules meetings and coordinates and prepares agendas for meetings; hosts and facilitates meetings as needed; may transcribe and maintain minutes for meetings.
- Assists management staff in collecting, compiling, and analyzing information on a variety of specialized topics; participates in the preparation of reports; assists with special projects and ad hoc committees as assigned.
- Participates in the selection of assigned personnel; provides or coordinates staff training; evaluates performance; works with employees to correct deficiencies; implements discipline procedures.
- Reviews and organizes office operations; implements various administrative operating procedures, rules, regulations, and clerical systems and ensures consistency with District practices; develops and revises office forms and report formats; initiates, organizes, and maintains complex filing systems and records.
- Responds to public records act requests; compiles a variety of documents and records and coordinates with administrative staff.
- Makes purchases for the General Manager and other administrative staff for a variety of goods and services; processes and reconciles credit cards and receipts for accuracy and application to District policy; tracks account balances.
- Initiates, organizes, maintains, and controls access to complex filing systems and records including highly sensitive files; updates and maintains assigned files; scans documents into electronic format and files hardcopies; establishes and maintains administrative and confidential files.
- Utilizes standard business software at an advanced skill level to prepare a wide variety of reports, letters, memoranda, correspondence, and statistical charts; proofreads for accuracy; independently composes correspondence and reports related to assigned area of responsibility
- Assists in monitoring assigned budgets; compiles annual budget requests and budget information as assigned.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Operational characteristics, services, and activities of the functions, programs, and operations of the District.
- Principles of office management and work organization.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.

- Principles and practices used to establish and maintain files and information retrieval systems.
- Principles of business letter writing and detailed or complex report preparation.
- Basic principles used in the development and implementation of records management
- Mathematical principles.
- Rules and procedures governing the notice and conduct of public meetings.
- Principles and practices used in agenda and minute preparation.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar.
- Modern equipment and communication tools used for business functions and program, project and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Provide a high level of administrative support for assigned executive staff.
- Perform responsible and difficult office management, administrative support, and clerical duties.
- Balance competing interests and priorities.
- Understand the organization and operation of the District and of outside agencies.
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as pertinent laws and regulations.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Supervise and lead others.
- Participate in the preparation of a variety of administrative and financial reports.
- Participate in the preparation and administration of assigned budgets.
- Independently prepare correspondence and memoranda.
- Develop, implement, and maintain complex filing systems.
- Effectively represent the District to outside individuals and agencies to accomplish the goals and objectives of the District.
- Type and enter data at a speed necessary for successful job performance.
- Prepare clear, accurate and concise agendas and minutes of meetings.
- Independently organize work, set priorities, meet critical deadlines and follow-up on assignments.
- Use tact, initiative, prudence and independent judgment within general policy and procedural guidelines.
- Effectively use computer systems, software applications relevant to work performed and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Education:

Equivalent to the completion of the twelfth (12th) grade supplemented by general office, clerical, or secretarial coursework or specialized training.

Experience:

- Six (6) years of increasingly responsible clerical and administrative support experience, including three (3) years providing direct support to an executive level manager.

Licenses and Certifications:

- Possession of a California Class C driver's license, to be maintained throughout employment.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

ENVIRONMENT

Standard office setting; frequent interaction with District staff, elected officials, and the general public.

PHYSICAL

• Level One

Incumbents require sufficient mobility to work in an office setting; stand or sit for prolonged periods of time; operate office equipment including use of a computer keyboard; light lifting and carrying; ability to verbally communicate to exchange information.

VISION

See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

HEARING

Hear in the normal audio range with or without correction.