

## CITY OF SPOKANE VALLEY POSITION DESCRIPTION

Class Title:	Executive Assistant	Job Code Number:	525
Department:	City Manager	Grade Number:	13
Division:	City Manager; Deputy City Manager	FLSA Status:	Exempt
Date:	December 8, 2014	Location:	City Hall

### **GENERAL PURPOSE**

Performs administrative support of a highly complex and responsible nature to the City Manager. Exercises independent judgment to prepare correspondence, arrange meetings, and prepare reports and other official materials. Exercises considerable discretion in processing important and highly confidential information.

### **SUPERVISION RECEIVED:**

Works under the general supervision of the City Manager.

### **SUPERVISION EXERCISED**

May supervise clerical support staff.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Performs a wide variety of responsible, confidential, technical and administrative duties for the City Manager ensuring achievement of set goals and the smooth and efficient operation of the City Manager's office;

- Acts as a confidential assistant receiving, scrutinizing, organizing and preparing labor relations materials such as those related to contract negotiations, mediation, arbitration and grievance remediation;
- Oversees City Action Request System to ensure timely and professional response to inquiries from the public.
- Monitors the budget for the City Manager's Office by projecting future expenses related to performance goals, processing and tracking invoices, expense reports, petty cash transactions and credit card purchases; maintains accurate and complete financial records.
- Coordinates development of the annual Business Plan of the City working with department directors to develop their respective short and long-term goals.
- Composes complex, detailed documents, including letters, memos, minutes, reports and other material from draft, dictation or general instructions;
- Coordinates activities, programs or projects on behalf of the City Manager utilizing independent and sound judgment and organizational skills.

- Receives, sort and distribute correspondence to City staff, City Manager, Deputy City Manager and City Council; composes return correspondence as appropriate.
- Answers questions and provides information to the public regarding City procedures and policies; follow up on sensitive customer complaints and inquiries.
- Oversees City Manager filing systems and records; develops and implements filing systems making modifications as appropriate.
- Operates office equipment including copiers, facsimile machines and computers; input and retrieve data and text; organize and maintain disk storage and filing.
- Creates, proofreads and edits documents, presentation materials, brochures and other materials for clarity, grammar, punctuation and spelling; examines documents for completeness and accuracy;

Researches and coordinates various City events and details associated with meetings, retreats, conferences and business trips.

#### **PERIPHERAL DUTIES**

Provides backup to related positions.

Serves on a variety of employee committees as assigned.

Performs other duties as assigned.

#### **DESIRED MINIMUM QUALIFICATIONS**

Education and Experience:

(A) Graduation from a high school or GED equivalent supplemented by two years of post-secondary training or course work in secretarial science, office management, bookkeeping, business or public administration, or a related field, and

(B) Six (6) years of increasingly responsible related experience including 3 years providing administrative support to an executive. An equivalent combination of related education and experience may be considered.

Necessary Knowledge, Skills, Abilities, and Other Traits:

(A) Extensive knowledge of the functions of all departments within the City;

(B) Thorough knowledge of modern office practices and procedures;

(C) Skill in the operation of listed tools and equipment; Skill in the use of office software applications including but not limited to; Word, PowerPoint, Excel, E Gov., Palladin

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(D) Ability to effectively communicate, verbally and in writing, with employees throughout the organization, officials from other agencies, members of the business community and the general public;

(E) Ability to maintain the confidentiality of sensitive personnel and non-personnel related discussions and materials; and

(F) Ability to work independently, prioritizing multiple tasks for self and others to meet deadlines, while maintaining accuracy and attention to detail.

(G) A key value of the City is customer service. This position requires considerable knowledge, ability and skill in the principles and practices of excellent customer service as practiced in both the private and public sectors. It requires the ability to effectively meet and deal with the public; the ability to greet and respond to customers in a friendly, pleasant and professional manner using appropriate inflection, grammar and syntax; the ability to establish and maintain effective working relationships with employees, supervisors, and the general public; the ability to maintain a professional, courteous, and pleasant demeanor in difficult and stressful situations; and the ability to diplomatically deal with difficult people. A willingness to expend extra effort to help the public find answers or information relative to their inquiry or complaint is expected.

## **SPECIAL REQUIREMENTS**

Valid Washington Driver's License

## **TOOLS AND EQUIPMENT USED**

Phone switchboard; mainframe computer terminal; personal computer and related software packages, such as word processing, spreadsheet, database, presentation and graphics; copy machine; postage machine; fax machine; 10-key calculator.

## **PHYSICAL DEMANDS**

The physical demands described here 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 functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or operate objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

## WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is moderately noisy.

## SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations 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.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: \_\_\_\_\_  
Human Resources Manager

Approval: \_\_\_\_\_  
City Manager

Effective Date: January 1, 2015

Revision History: 1/1/2015 Established

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