



Town of  
Apple Valley

**FLSA: EXEMPT**  
**July 2009**

## **EXECUTIVE ASSISTANT**

### **DEFINITION**

Under supervision of the Town Manager, provides varied, complex, and confidential office administrative and executive support primarily to the Town Manager and the Town Council; conducts projects and administers limited programs; performs technical support work related to the responsibilities of the Town Manager and Council; and performs related work as required.

### **CLASS CHARACTERISTICS**

This is the highest-level class in the administrative office support series. Incumbents with an appropriate educational or equivalent technical background learn and perform a variety of complex and confidential office administrative, project coordination, and management support work for the Town Manager, Town Council, and associated staff. This class is distinguished from other administrative classes in that it requires the highest level of discretion and independent judgment and performs the most complex administrative office support functions.

### **EXAMPLES OF ESSENTIAL 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 essential functions of the job.*

- Provides office administrative support, transmits information to, and answers questions from the Mayor and Town Council.
- Ensures all office administrative functions of the Town Manager's office are effectively carried out.
- Maintains multiple calendars and coordinates the schedules of the Town Manager as directed with those of members of the Council, representatives of other organizations, and the public; makes travel arrangements as required.
- Receives and screens visitors, telephone calls, emails, and regular mail; provides information and resolves issues for Town staff, other organizations, and the public, which often requires the use of judgment and the interpretation of policies, rules, and procedures.
- Provides variety of support to Town commissions, committees, and/or task forces; may prepare and distribute agenda packets, attend meetings prepare minutes, and follow-up on decisions as required.
- Organizes and maintains various administrative, confidential, reference, and follow-up files and records for the Town Manager's Office and the Town Council (i.e., budgets, purchasing); updates resources materials).
- Acts as a certified passport agent and processes passports in accordance with strict guidelines provided by the National Passport Office.
- Attends to a variety of office administrative details, such as purchasing supplies, arranging for equipment purchase and maintenance, clipping newspapers, and attending meetings.
- Prepares detailed and often confidential correspondence, reports, resolutions, contracts, forms, invitations, graphic materials, and specialized documents from drafts, notes, brief instructions, corrected copy, or dictated tapes; proofreads materials for accuracy, completeness, compliance with departmental policies, format, and English usage, including grammar, punctuation, and spelling.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; may operate other department-specific equipment.

- May direct, coordinate, and review the work of office support staff on a project or day-to-day basis; may train staff in work procedures.
- Performs other duties as assigned.

**Qualifications**

**Knowledge of:**

- Basic organization and function of public agencies, including the role of an elected Town Council and appointed boards and commissions.
- Applicable codes, regulations, policies, technical processes, and procedures.
- Project coordination and implementation procedures.
- Standard office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Records management principles and practices.
- Business arithmetic and basic statistical techniques.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors and Town staff, in person and over the telephone.
- Techniques for providing a high level of customer service to public and Town staff, in person and over the telephone.

**Ability to:**

- Provide varied, confidential, and responsible secretarial and office administrative work requiring the use of independent judgment, tact, and discretion.
- Respond to and effectively prioritize multiple phone calls, walk-up traffic, and other requests and interruptions.
- Interpret and implement policies, procedures, technical processes, and computer applications related to the Town Manager’s office.
- Analyze and resolve office administrative and procedural concerns and make process improvement changes to streamline procedures.
- Plan, organize, schedule, assign, review, and evaluate the work of staff, as assigned.
- Perform basic research and prepare reports and recommendations.
- Compose correspondence and reports independently or from brief instructions.
- Establish and maintain a records management system.
- Make accurate arithmetic and statistical calculations.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Organize own work, coordinate projects, set priorities, meet critical deadlines, and follow-up on assignments with a minimum of direction.
- Take notes rapidly and accurately transcribe own notes.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the 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:*

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade and five (5) years of responsible secretarial experience involving assisting executive management or a high-level official with administrative duties such

as typing, filing, calendar coordination, public relations, and project coordination tasks. Public sector experience is highly desirable.

**License:**

- Valid California class C driver's license with satisfactory driving record and automobile insurance.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Town and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter 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 necessary to perform job functions.

**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 interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Salary Grade: 52

