

## CITY OF LINCOLN

### EXECUTIVE ASSISTANT TO THE CITY MANAGER

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

#### **DEFINITION:**

To provide varied, complex, and highly confidential executive support to the City Manager and executive staff, and on occasion to the City Council; maintains calendars and prepares for meetings; researches and refers problems and concerns; maintains records and compiles and analyzes data; receives and handles or refers calls and visitors, mail, and correspondence.

#### **DISTINGUISHING CHARACTERISTICS:**

##### **Executive Assistant to the City Manager**

The **Executive Assistant to the City Manager** is a full journey level class. Incumbents perform the full range of routine administrative functions. Employees at this level are fully aware of operating procedures and policies of the work unit. The Executive Assistant is distinguished from Office Assistants and similar classifications within City departments by the political and confidential nature of the responsibilities.

#### **SUPERVISION RECEIVED/EXERCISED:**

##### **Executive Assistant to the City Manager**

Incumbents receive general supervision from the City Manager. They require direct supervision only as new or unusual situations arise. Incumbents do not routinely exercise supervision.

#### **ESSENTIAL FUNCTIONS:** *(include but are not limited to the following)*

- Read and analyze incoming mail, memos, submissions and reports to determine their significance and plan their distribution; segregate correspondence requiring immediate attention and address or forward to appropriate individual(s), if necessary.
- Receive and respond to calls and visitors with tact and diplomacy; research and respond to requests for sensitive information and assistance; resolve citizen concerns and complaints; advise City Manager on sensitive matters with potential impact to City operations and relationships.
- When required serves as receptionist for the office; screens calls and visitors; direct the public to appropriate personnel.
- Participate and assist in the administration of the City Manager's Office; prepare comprehensive reports, compile information to be used in special projects and reports.
- Retrieve, maintain and monitor governmental documents, records and reports, including digital files.
- Maintain liaison between City Manager, Department Heads, City staff, City Council, officials and staff of other agencies, and the public; exhibits familiarity with functions of the City.
- Interpret City policies, procedures, laws and regulations in response to inquiries and complaints; refer inquiries as appropriate.
- Evaluate operations and activities of assigned responsibilities; recommend improvements and

## EXECUTIVE ASSISTANT TO THE CITY MANAGER

Page 2

modifications; prepare various reports on operations and activities.

- Assists with the preparation and distribution of Council packets and as needed prepares agendas and takes and prepares meeting minutes.
- Represent the department at staff and administrative meetings, committees, and related meetings.
- Coordinates and makes travel arrangements; maintains appointment schedules and calendars and arrange meetings, conferences and civic functions for the City Manager, executive staff, and City Council.
- Orders and purchases supplies for the City Manager.
- Build and maintain positive working relations with co-workers, other City employees and the public using principles of good customer service.
- Perform related duties as assigned.

### **PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:**

Work is performed primarily in a standard office setting with extensive public contact and frequent interruptions. Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information. To be able to see in the normal visual range with or without correction and hearing in the normal audio range with or without correction.

**QUALIFICATIONS:** *(The following are minimal qualifications necessary for entry into the classification.)*

#### **Education and/or Experience:**

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for a **Executive Assistant to the City Manager**. A typical way of obtaining the required qualifications is to possess the equivalent of:

Five years of administrative experience supporting an executive level position involving public contact and a high school diploma or equivalent.

#### **License/Certificate:**

Possession of a valid Class C California driver's license.

**KNOWLEDGE/ABILITIES/SKILLS:** *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

#### **Knowledge of:**

Basic principles of business English usage, spelling, grammar and punctuation; letter writing formats and technical report preparation; basic principles of mathematics, principles and procedures of fiscal and statistical record keeping and budget preparation, administration, and monitoring; functions and organization of municipal government; standard office procedures,

practices and equipment; modern office equipment including the use of word processing, database, and spreadsheet applications; methods and techniques for record keeping; principles of effective customer service; occupational hazards and standard safety practices.

**Ability to:**

Perform technical, specialized, complex and difficult office administrative work requiring the use of independent judgment; interpret and implement policies, procedures and computer application related to the department or City as a whole; analyze and resolve office administrative and procedural problems; perform basic research and preparing reports and recommendations; organize own work, coordinating projects, setting priorities, meeting deadlines and following up on assignments with minimum direction; use initiative and independent judgment within established policy and procedural guidelines; provide complex office administrative support in the areas of budgeting, report preparation, and staff communication; communicate effectively with co-workers, subordinates, superiors, the general public, representatives of public and private organizations and others sufficient to exchange or convey information; establish and maintain effective working relationships; maintain confidential data and information.

**Skill to:**

Operate modern office equipment such as office computer, software applications, phones, copy machines and scanners.

**Salary Range:** Professional / Administrative Schedule, By Title  
**FLSA:** Nonexempt  
**Employee Group:** Professional / Administrative Group  
**Adopted:**