



**Range:** SG-8  
**FLSA:** Non-Exempt  
**Date:** June 12, 2017

### **ADMINISTRATIVE ASSISTANT - CITY MANAGER'S OFFICE**

*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 perform highly responsible, confidential, and complex administrative duties for the City Manager, Mayor, or designated staff within the City Manager's Office; to perform a variety of recurring and non-routine administrative activities with minimal supervision relating to the composition of correspondence, coordination of management information and special events, arranging meetings and appointments, and making travel arrangements on behalf of the City Manager and Mayor; to serve as a liaison to the public through receiving, investigating, and responding to sensitive phone calls, citizen inquiries, and/or complaints; to perform special projects and research activities as directed by the City Manager or designee.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Assistant City Manager or designee.

**ESSENTIAL AND MARGINAL FUNCTION STATEMENTS**--*Essential and other important responsibilities and duties depending on which main function of the department you may be assigned, may include, but is not limited to, the following:*

#### **Essential Functions:**

1. Communicates with the general public, executive leadership team, City Council members and other public officials in order to perform administrative duties in support of the City Manager or designee.
2. Deals tactfully and courteously with the public, responding to and resolving difficult and sensitive citizen/customer inquiries and complaints.
3. Serves as a liaison for mediation service requests from the public.
4. Maintains the calendar of the City Manager and Mayor; provides notices and reminders of scheduled appointments and coordinates meetings and locations. Exercises discretion in arranging appointments and keeping itineraries for the Assistant City Manager, Communications & Public Affairs Manager, and other members of the City Council.
5. Researches and compiles information for special projects and reports.
6. Assists in the development and administration of the departmental budget; forecasts funds needed for materials, equipment and supplies; monitors and approves expenditures as appropriate, maintains an audit of supplies and orders from authorized distributors or companies when appropriate.

7. Prepares purchase orders and processes invoices for approval by the City Manager or Assistant City Manager.
8. Prepares, processes, and proofreads a variety of documents including general correspondence and statistical charts from rough draft or verbal instruction.
9. Collaborates with executive leadership team and staff in planning, coordinating and implementing goals, objectives, policies, programs, studies and other matters as assigned by the City Manager.
10. Participates in organized city staff task group efforts and assists in problem solving work related issues for continuous improvement in work efforts.
11. Provides administrative services for the City Manager's Office; monitors workload, work activities, priorities and deadlines.
12. Supports city projects and assists with grant procurement and administration; maintains grant documentation files; coordinates with grant review committee; assists with creating purchase orders and processing payments of grant awards.
13. Provides support to city-related committees as required.
14. When directed by the City Manager or designee, assists with the preparation and approval of executive leadership team members' timesheets.
15. Prepares, distributes, and posts meeting agendas; attends meetings and takes minutes; assists with the preparation and distribution of comprehensive staff reports; conducts surveys; prepares a variety of reports related to assigned departmental functions.
16. Collaborates closely with the City Clerk, disseminating information to City Council members on behalf of the Mayor and City Manager, coordinating intergovernmental and interagency meetings, posting meeting notices in compliance with Arizona open meeting laws, and scheduling appointments for Council members, as requested.
17. Performs or maintains city's website content and social media sites within assigned role.
18. Provides backup assistance to the Communications & Public Affairs Manager in his/her absence including preparing, editing, and distributing news releases to the local media and the city's website.
19. Responsible for coordinating records for the City Manager's and Mayor's Office; includes analyzing and updating filing system regularly as well as performing filing consistently so that records can be easily found.
20. Operates, maintains and orders supplies for a variety of office equipment.

## **QUALIFICATIONS**

### **Knowledge of:**

- Operations, services and activities of the City Manager's Office. Also general knowledge of other city departments in order to correctly direct inquiries/customers.
- Principles and practices of public administration.
- Principles and practices of scheduling appointments, managing calendars, and event coordination.
- Principles of business letter writing and basic report preparation.
- Basic principles and practice of research, analysis, and evaluation.
- Basic principles and practices of fiscal, statistical, accounting and administrative data collection and report preparation.
- Public relations methods and techniques.
- Social media and website content management.
- Principles of training, supervision and performance evaluation.
- Principles and practices of records management including records retention laws.
- Principles and practices of meeting and agenda preparation and open meeting laws.
- Office procedures, methods, computer equipment.
- Microsoft Office Suite.

### **Ability to:**

- Perform highly responsible administrative duties involving the use of independent judgment and personal initiative.
- Interact professionally with executive level management from public and private organizations and entities, executive leadership team and staff, and the general public.
- Handle sensitive material in a confidential manner.
- Respond tactfully to requests and inquiries from the general public.
- Understand the organization and operation of the city and of outside agencies as necessary to assume assigned responsibilities.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective, cooperative working relationships with internal and external customers.
- Assist with budgetary and financial support during budget preparation and review process.
- Prepare purchase orders and process invoices for approval by City Manager or designee.
- Research, analyze, and evaluate new service delivery methods and techniques.
- Interpret and apply administrative and departmental policies and procedures.
- Acquire necessary training and other technical support for building an environment that encourages teams and continuous improvement.
- Encourage and facilitate environment for building team efforts and problem solving of work-related issues by employees.
- Multi-task priorities and manage multiple schedules.
- Develop and administer an efficient records management system.
- Operate and use modern office equipment.
- Word process at a speed necessary for successful job performance.

### **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:**

Three years of increasingly responsible administrative experience in office management or a related field, preferably in municipal government. Prior executive assistant experience in a City/Town Manager's office is highly desirable.

#### **Training:**

Successful completion of two years of college-level course work (60 semester units) in business or public administration, secretarial science or a directly related field desired; two years of responsible administrative office experience.

### **WORKING CONDITIONS**

#### **Environmental Conditions:**

Office environment utilizing office equipment; some general travel between city office locations.

#### **Physical Conditions:**

Essential and other important responsibilities and duties may require maintaining physical condition necessary for sitting for prolonged periods of time and working closely with others; general manual dexterity. Some lifting required for file storage and stocking paper products.