

# Executive Secretaries and Executive Administrative Assistants

## General Information

**Position:** Administrative Assistant

**Reports To:** Mayor, Fiscal Officer

**Classification:** Non-Exempt

**Department:** Human Resources

**Job Purpose:** Plan, direct, or coordinate the operations of public or private sector organizations. Duties and responsibilities include formulating policies, managing daily operations, and planning the use of materials and human resources, but are too diverse and general in nature to be classified in any one functional area of management or administration, such as personnel, purchasing, or administrative services.

## Primary Job Function

Provide high-level administrative support by conducting research, preparing statistical reports, handling information requests, and performing clerical functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings. May also train and supervise lower-level clerical staff. Plan, direct, or coordinate one or more administrative services of an organization, such as records and information management, mail distribution, facilities planning and maintenance, custodial operations, and other office support services.

## Essential Job Functions

- Manage and maintain executives' schedules.
- Prepare invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, or presentation software.
- Answer phone calls and direct calls to appropriate parties or take messages.
- Process payroll information.
- Plan, administer and control budgets for contracts, equipment and supplies.

## Job Knowledge

- **Clerical** - Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- **English Language** - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- **Customer and Personal Service** - Knowledge of principles and processes for providing

customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

- **Computers and Electronics** - Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
- **Administration and Management** - Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- **Personnel and Human Resources** - Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- **Economics and Accounting** - Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data

## Job Skills

- **Active Listening** - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Reading Comprehension** - Understanding written sentences and paragraphs in work related documents.
- **Speaking** - Talking to others to convey information effectively.
- **Service Orientation** - Actively looking for ways to help people.
- **Writing** - Communicating effectively in writing as appropriate for the needs of the audience.
- **Critical Thinking** - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Monitoring** - Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action
- **Social Perceptiveness** - Being aware of others' reactions and understanding why they react as they do.
- **Coordination** - Adjusting actions in relation to others' actions.

## Job Abilities

- **Written Comprehension** - The ability to read and understand information and ideas presented in writing.
- **Oral Comprehension** - The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Oral Expression** - The ability to communicate information and ideas in speaking so

others will understand.

- **Written Expression** - The ability to communicate information and ideas in writing so others will understand.
- **Speech Recognition** - The ability to identify and understand the speech of another person.
- **Speech Clarity** - The ability to speak clearly so others can understand you.
- **Near Vision** - The ability to see details at close range (within a few feet of the observer).
- **Information Ordering** - The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- **Deductive Reasoning** - The ability to apply general rules to specific problems to produce answers that make sense.
- **Problem Sensitivity** - The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- **Information Ordering** - The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations)
- **Inductive Reasoning** - The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

## Tools & Technology

### Tools

- 10-key calculators
- Dictation equipment
- Laser facsimile machines
- Liquid crystal display LCD video projectors
- Laptop computers
- Photocopying equipment
- Handheld calculators
- Handheld computers
- Data input scanners
- Hand trucks and dolly
- Vacuum
- Disinfectants, cleaning materials, mop, broom
- Cell phones

## Technology

- Appointment scheduling software
- Database software
- Microsoft Publisher
- Records management systems
- Email software
- Graphics software
- Cisco WebEx
- MicroSoft Teams
- Altus
- Internet
- Google Voice Mail & Hangouts

## Additional Job Activities

- **Performing Administrative Activities** - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- **Communicating with Supervisors, Peers, or Subordinates** - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- **Interacting With Computers** - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- **Getting Information** - Observing, receiving, and otherwise obtaining information from all relevant sources.
- **Establishing and Maintaining Interpersonal Relationships** - Developing constructive and cooperative working relationships with others and maintaining them over time.