

# **SAN BERNARDINO MUNICIPAL WATER DEPARTMENT CLASSIFICATION SPECIFICATION**

**TITLE: EXECUTIVE ASSISTANT TO THE GENERAL MANAGER**

**DATE: 3/10/2020**

**JOB CODE: 31709**

**FLSA STATUS: EXEMPT**

**UNIT REPRESENTATION: CONFIDENTIAL**

*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.*

## **DUTIES SUMMARY**

Under general direction to serve as the executive assistant to the General Manager, Deputy General Manager, and the Water Board and to serve as recording secretary to RIX; plan and organize office administrative functions and perform a variety of professional and highly responsible administrative work of a difficult nature; relieve the General Manager and Deputy General Manager of administrative detail and effectively represent the General Manager and Deputy General Manager internally and externally; and perform related duties as required.

## **DISTINGUISHING CHARACTERISTICS**

The class of Executive Assistant to the General Manager is the highest-level professional office management class. This single-incumbent class performs highly responsible, confidential, and sensitive work for the General Manager, Deputy General Manager, and Water Board and serves as recording secretary to RIX, requiring a high degree of initiative, resourcefulness, discretion, and independent judgment. This class is distinguished from the Senior Administrative Coordinator by the complexity of work, independence of action, support provided to the Water Board, role as recording secretary for RIX, and ability to effectively represent the General Manager and Deputy General Manager within and outside the organization, as required. Supervision is received from the General Manager. Supervision may be exercised over office/administrative support staff, as assigned.

## **EXAMPLES OF DUTIES**

*The following duties are typical essential duties for positions in this classification. Any single position may not perform all of these duties and/or may perform similar related duties not listed here:*

- Provide courteous and expeditious customer service to the general public and City and Department Staff;
- Routinely adhere to and maintain a positive attitude toward City and Department goals;

- Serve as executive assistant to the General Manager, Deputy General Manager, and the Water Board; assist the General Manager and Deputy General Manager and/or administrative staff in accomplishing a variety of responsible and complex administrative work of a nature requiring sensitivity, initiative, and independent judgment; serve as recording secretary to RIX;
- Make appointments; arrange and assist in planned meetings; make travel arrangements; prepare itineraries and schedules; work with material of a confidential nature; compose and/or transcribe recordings consisting of correspondence, minutes, memoranda, reports, and other communications;
- Compose and keyboard complex agendas and minutes; assemble staff reports, attachments, resolutions, and related supporting documents; attend Water Board and sub-committee meetings; maintain records of meetings including attendance, actions taken, and requests made for staff follow-up;
- Maintain follow-up files on matters in progress and deadlines, and expedite their completion;
- Compose letters independently from notes, verbal instructions, or as determined based on self-initiative; develop and maintain filing systems for record storage and retrieval including confidential and privileged information;
- Compile and verify information for a variety of narrative and statistical reports, locating sources of information, devising forms to serve data, and determining proper format for finished report involving the use of independent judgment and ensuring accuracy;
- Receive, screen, and route correspondence and mail; receive and screen telephone calls, handling routine matters independently and attempting to resolve complex situations with discretion; greet visitors; receive complaints from the general public and initiate action to generate a response or solution; use judgment in providing information to constituents;
- May supervise office/administrative support staff in the performance of office procedures; prepare work schedules and establish production standards; analyze and resolve problems arising from work in progress;
- Adjust work assignments, procedures, and priorities to expedite work flow; coordinate activities with other divisions; investigate and take appropriate action on complaints regarding operations and personnel supervised; participate in the training and evaluation of personnel to ensure efficient office operations;
- Operate a variety of office equipment including a computer and applicable software including word processing, spreadsheets, and databases;
- Assist in budget preparation, administration, and monitoring for the Water Board and Administrative Division;
- Assist in the preparation of reports and agenda items; compile and analyze data on a variety of assigned projects;
- Receive, track, monitor, coordinate, and ensure timely response to Public Records Act requests (PRAs);
- Respond as appropriate to complaints from the public of a highly sensitive nature;
- Attend meetings and represent the General Manager and/or Deputy General Manager, as assigned; and

- Perform related work as required.

## **QUALIFICATIONS**

*Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:*

### **Knowledge of:**

- Principles and practices of administration, records management, financial management, and personnel management;
- Advanced office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases;
- Preparation of business correspondence, reports, and records management;
- Correct English usage, spelling, grammar, and punctuation;
- Business mathematics and advanced accounting principles and terminology; budget preparation and administration;
- Policies, procedures, laws, ordinances, and other regulations governing the Department and areas of assigned responsibility including Rules of Order for the conduct of Board meetings and notice requirements; Political Reform Act reporting requirements; Public Records Act; eminent domain,
- Advanced public relations techniques;
- Advanced research techniques, methods, and procedures;
- Principles of supervision, training, and performance evaluation;

### **Ability to:**

- Provide administrative support services effectively to the General Manager, Deputy General Manager, and Water Board, while multi-tasking and prioritizing work to meet competing deadlines;
- Plan, organize, research, assemble, analyze, interpret, and draw sound conclusions from factual data; complete special assignments, developing procedures, collecting information, developing formats and preparing finished reports;
- Perform a wide variety of difficult, responsible, and complex work with accuracy, speed, initiative, and minimal direction;
- Exercise a high level of tact and diplomacy in dealing with the public as well as other divisions of the Department;
- Exercise resourcefulness in addressing and resolving problems;
- Maintain confidentiality of sensitive or privileged information;
- Prepare agendas and minutes which accurately reflect the actions taken by the Water Board; maintain effective and accurate records;

- Establish complex electronic and manual filing and record keeping systems; maintain accurate record keeping systems;
- Plan, organize, schedule, and supervise the work of specialized office/administrative support employees; set priorities; devise and adapt work procedures to meet changing organizational or specialized needs;
- Deal comprehensively with inquiries or complaints and give clear explanations of procedures and regulations;
- Recognize and deal effectively with controversy, political issues, and sensitive matters of the office;
- Use good judgment in recognizing the scope of authority;
- Utilize computers and various software at an advanced level including word processing, databases, and spreadsheets in order to create office/business systems for assigned work functions; create templates, forms, and reports to track and retrieve data;
- Prepare budgets, collect data, conduct studies, and write supporting reports;
- Understand, interpret, and explain a wide variety of laws, ordinances, rules, regulations, and pertinent procedures and apply them quickly and without immediate supervision;
- Compose minutes, letters, memos, and reports requiring a good command of the English language, knowledge or principles of business correspondence, and the functions of the Department; proofread and detect errors in typing, spelling, grammar, and punctuation;
- Communicate effectively orally and in writing;
- Supervise, train, and evaluate the performance of subordinate staff, as assigned;
- Establish and maintain effective working relationships with those contacted in the course of work;
- Work under moderate stress conditions;
- Maintain a driving record which meets Vehicle Code standards and is acceptable to the Department and its insurance carrier.

## **MINIMUM QUALIFICATIONS**

**Education:** Graduation from an accredited college or university with the equivalent of an Associate's Degree in Public Administration, Business Administration, Economics, Real Estate, or a closely related field;

**Experience:** Three (3) years of increasingly responsible experience in a professional administrative capacity including providing high level support to a department head, budget development and administration, and in maintaining and researching specialized records. Up to two (2) years of additional qualifying experience may substitute for the required education on a year for year basis. Ability to demonstrate word processing, database, and/or spreadsheet proficiency at an advanced level.

## **NECESSARY SPECIAL REQUIREMENTS**

Possession of a valid Class "C" California driver's license. Out of state applicants must provide a valid driver's license and a valid Class "C" California driver's license must be obtained within ten (10) days of appointment (CA Vehicle Code 12505c).

Possession of a Notary Public Certification/License is highly desirable, or ability to obtain within six (6) months of appointment.

## **PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS**

Work involves exposure to potential physical harm, hazardous chemicals, and infectious disease. There is frequent need to stand, sit, stoop, walk, and perform other similar actions during the course of the workday. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

Incumbents require sufficient mobility to work in an office setting and operate office equipment, transport materials and supplies weighing up to 25 pounds, and to travel to various locations. Must be able to see in the normal visual range with or without correction with vision sufficient to read small print, computer screens, and other printed documents. Must be able to hear in the normal audio range with or without correction. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

### **Job Description**

Board Approved

Rev Appr:

Title Change from Exec Sec

10/16/1964

5/21/1991

11/15/2016

3/10/2020