

**CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION**

Position Title: Executive Assistant to the City Manager	Job Family: 2
General Classification: Professional	Job Grade: 22

Definition: To contribute to effective day-to-day functioning of the City Manager’s Office by providing a wide variety of complex and responsible secretarial and administrative support services.

Distinguishing Characteristics: Receives direction from the City Manager or Assistant City Manager. May exercise direct supervision over other assigned office support staff. Convenes and coordinates Citywide clerical/administrative group.

Examples of Duties: Duties may include, but are not limited to, the following:

1. Perform a wide variety of complex, responsible, and confidential executive secretarial and administrative duties as required by daily operations in the City Manager’s Office.
2. Serve as the first point of contact for the City Manager. Greet/acknowledge customers who contact the City Manager’s Office in person, via phone, e-mail, customer response management software, or other correspondence; assess the nature and urgency of the issue; and determine the appropriate manner of response, including whether the City Manager’s personal response is needed.
3. Respond directly to questions, requests, comments, and correspondence when appropriate; interpret and explain City and department policies, rules, and regulations; and route issues to the appropriate City staff member or department when required for follow-up.
4. Manage the City Manager’s calendar, schedule appointments for the City Manager and arrange for various conferences/meetings, and provide the City Manager with adequate and pertinent information for review prior to scheduled appointments.
5. Prepare correspondence for City Manager’s signature from brief oral or written instruction.
6. Contact department heads and outside agencies to secure information or to relay requests of the City Manager or City Council, often of a critical and confidential nature, and follow up as necessary.

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7. Keep the City Manager informed of deadlines and status of projects in progress.
8. Review and summarize miscellaneous reports and documents; research and compile background information; prepare presentations, responses to Council questions, Council weekly updates, and other documents.
9. Develop, communicate, and support Citywide clerical and administrative procedures, such as the scheduling of cross-departmental meetings; convene and promote information-sharing among Citywide administrative staff.
10. Prepare agendas for City Manager's department all-staff, department head, and other meetings; transcribe, type, or arrange for typing of minutes as requested.
11. Provide clerical support for the assigned task forces, commissions, and boards as required.
12. Establish, implement, review, and improve the administrative procedures in the City Manager's Office; inform and provide assistance to City Manager's Office staff regarding City and department administrative procedures.
13. Maintain records and files regarding department administrative activities.
14. Work directly with the Mayor and City Council on a continuing basis to perform such tasks as planning and managing special events, scheduling meetings, preparing mailings, making travel arrangements, performing routine administrative projects, and providing miscellaneous clerical support as requested.
15. Support the onboarding of City Manager's Office staff preparing for office equipment, system access, and training; assist to plan team events and facilitate communication and coordination within the City Manager's Office and intradepartmentally with the Human Resources Division.
16. Order and purchase supplies for the City Manager's Office.
17. Process invoices, purchase orders, procurement card statements, agreements, and other financial and legal transactions.
18. Supervise regular and temporary clerical support staff of the City Manager's Office, including organizing and assigning work, hiring, training, and evaluating personnel.

19. Perform other related duties as assigned.

Minimum Qualifications:

Knowledge of: Basic English and arithmetic; business letter writing; office management techniques; clerical procedures and standards of the City Manager's Office; operation of personal computers, including word processing, presentation, and spreadsheet software as well as agenda posting, document management, and financial software systems; basic organizational structure and functions of Mountain View's City government; principles and practices of supervision, including reviewing the work of others, training, and performance evaluation.

Ability to: Establish adequate recordkeeping and other clerical procedures; locate and assemble a wide variety of data and information, often of a critical and confidential nature, from all City departments; take notes and write summaries of meetings; compose correspondence and standard reports; communicate tactfully and effectively with individuals throughout the City and with other officials and the general public; evaluate and assign priorities in organizing the City Manager's time; prioritize and coordinate tasks and events in a highly sensitive environment; employ good judgment and make sound decisions in accordance with established procedures and policies; interpret and explain pertinent laws and rules; understand, organize, index, and reference a wide variety of administrative information and records; learn new processes, software programs, and databases; supervise, train, and evaluate assigned staff; and establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training Guidelines: A combination of relevant experience, education, and training that will satisfy the required minimum qualifications, knowledge, and abilities.

Equivalent to the completion of high school supplemented by 30 semester or 40 quarter units from an accredited college or university and seven years of increasingly responsible clerical, office, and administrative work, including public contact. One year of required experience must include at least one of the following: office management, supervision, or serving as the primary support for management at a division-head level or higher.

Or

Possession of an associate's degree from an accredited college or university and five years of increasingly responsible clerical, office, and administrative work,

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including public contact. One year of required experience must include at least one of the following: office management, supervision, or serving as the primary support for management at a division-head level or higher.

Or

Possession of a bachelor's degree from an accredited college or university and three years of increasingly responsible clerical, office, and administrative work, including public contact. One year of required experience must include at least one of the following: office management, supervision, or serving as the primary support for management at a division-head level or higher.

Established: January 1994

Revised: June 2018

HRD/CLASS SPECS

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