



Career Service Authority

Executive Assistant I

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GENERAL STATEMENT OF CLASS DUTIES

Provides administrative/secretarial support and/or office management for a core "middle" manager responsible for significant operational/functional area(s).

DISTINGUISHING CHARACTERISTICS

This is the first level of a three level series. This is not a progressive class series. Incumbents in this class perform administrative/secretarial support and/or office management specifically for a core "middle" manager responsible for significant operational/functional area(s). This class is distinguished from an Executive Assistant II which provides administrative/secretarial support and/or office management for a manager responsible for multiple large divisions with complex operational/functional areas or the highest level manager of smaller agencies. An Executive Assistant I is distinguished from the Executive Assistant III that provides administrative/secretarial support and/or office management for an executive of a charter department or independent agency. The Executive Assistant I is distinguished from an Administrative Support Assistant IV that performs specialized and/or technical office support work that requires detailed knowledge of the specialized/technical area. The Executive Assistant I is distinguished from the Administrative Support Assistant III that performs a variety of full performance level office support work.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

By position, supervises clerical or technical staff and/or performs lead work.

ESSENTIAL DUTIES

Information Management – Prepares, monitors, tracks, updates, reviews, maintains, and edits internal and/or external documents; keeps advised of the current status of the work of the manager and anticipates the manager's needs by gathering records, reports, correspondence, statistics, or other information; and maintains the manager's appointment calendar, arranges/coordinates appointments, meetings, conferences, and contacts the appropriate individuals to attend.

Communication – Communicates general information with internal staff and external entities; briefs manager on subject matter for upcoming meetings/events; answers telephones, screens calls and visitors, and directs individuals to the proper contact; prioritizes communication efforts of the manager; attends meetings and takes notes for the manager; and prepares presentations for the manager.

Policies and Procedures – Maintains, edits, and reviews policies and procedures for grammatical structure and consistency; updates manuals; types, edits, approves, documents, and distributes updates; prepares databases that assist with documentation; revises and recommends procedures or methods to comply with new or revised requirements; and explains, interprets, and implements office policies and procedures to internal and external contacts.

Expenditure Controls – Monitors, verifies, tracks, and documents expenditures or revenue; prepares budget documents; determines office needs and makes recommendations for supplies and equipment; monitors and tracks resources for operation; and creates and prepares forms and/or other documents to support the manager's budgetary responsibility.

Human Resources/Supervision – By position, assists with performance evaluations of agency or department staff by preparing documentation; provides recommendations to manager for performance evaluation of assigned staff; trains new employees in administrative support functions as needed; and delegates assignments to subordinates.

Performs other related duties as assigned or requested.

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Integrity/Honesty – Displays high standards of ethical conduct, understands the impact of violating these standards on the organization, self, and others, chooses an ethical course of action, and is trustworthy.

Reading – Learns from written material by determining the main idea or essential message and recognizes correct English grammar, punctuation, and spelling.

Conscientiousness – Takes on added responsibilities when requested, completes multiple work assignments on time, learns new skills to enhance own work, and teaches others.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Writing – Develops short documents to summarize non-technical information and prepares correspondence in response to inquiries for information.

Listening – Listens to moderately complex or detailed information to acquire a working knowledge about a topic or assignment and responds appropriately.

Speaking – Explains general information of moderate difficulty to individuals or small groups both in one-way communication and with significant exchange of information.

Reasoning – Organizes and integrates information based on existing examples and applies rules to problems that contain a few abstract and several concrete concepts and that requires a moderate number of steps to resolve.

Decision Making – Specifies goals and obstacles to achieving goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Self Management – Sets general goals and priorities for own work, carries out several assignments simultaneously, and completes assigned work on time.

Flexibility – Makes adjustments in work procedures and schedules to accommodate planned or unexpected changes.

Customer Service – Works and communicates with clients and customers to satisfy their expectations and is committed to quality services

Memory – Recalls information that has been presented previously.

Teamwork – Performs routine tasks to assist co-workers in the immediate work area and follows instructions to complete assignments.

Skill in recognizing non-standard situations and preparing recommendations for problem resolution.

Skill in utilizing computer software to accomplish a variety of tasks.

Skill in facilitating highly confidential matters related to the agency or departmental policy.

Skill in establishing priorities, coordinating work activities, and handling many projects in varying stages of completion.

Skill in operating a telephone system and screening calls.

Skill in utilizing the principles and practices of effective and persuasive communications to elicit and/or present explanatory or interpretive information.

Knowledge of budget documents sufficient to be able to monitor expenditures.

Knowledge of mathematics sufficient to be able to perform a variety of calculations.

Knowledge of standard office practice and procedures sufficient to be able to process various types of paperwork associated with office support duties.

Knowledge of policies, procedures, rules, and laws relative to the specified area.

Physical Demands:

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Near Acuity: ability to see clearly at 20 inches or less.

Depth Perception: ability to judge distances and space relationships.

Field of Vision: ability to see peripherally.

Accommodation: ability to adjust vision to bring objects into focus.

Color Vision: ability to distinguish and identify different colors.

Working Environment:

Pressure due to multiple calls and inquiries.

Subject to many interruptions.

Education Requirement:

Graduation from high school or GED certificate.

Experience Requirement:

Three years of clerical experience that includes two years of experience at the type and level of Administrative Support Assistant III.

Education/Experience Equivalency:

A combination of appropriate education and experience may be substituted for the minimum experience requirement except for one year of experience at the type and level of Administrative Support Assistant III.

Clarification of Levels:

Positions in this class typically support a position(s) in the Manager II class. However, positions may support other management levels based on the assignment of duties and responsibilities.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 05/01/2006

REVISED DATE:

ESTABLISHED BY: Paul Wiberg, Lori Mack, and Patricia Anderson

CLASS HISTORY The Executive Assistant classes are all new classes. They replace the Senior Secretary and Administrative Assistant classes.