



Career Service Authority

Executive Assistant III

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GENERAL STATEMENT OF CLASS DUTIES

Provides administrative/secretarial support and/or office management for an executive of a charter department or independent agency.

DISTINGUISHING CHARACTERISTICS

This is the third level of a three level series. This is not a progressive class series. This class performs administrative/secretarial support and office management for an executive of a charter department or independent agency. This class is distinguished from Executive Assistant II which performs administrative/secretarial support and/or office management for a manager responsible for multiple large divisions with complex operational or functional area(s) or for the highest level manager of smaller agencies. The Executive Assistant III is distinguished from Executive Assistant I which performs administrative/secretarial support and office management for "core" middle managers responsible for a significant operation/functional area(s). The Executive Assistant III 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 III is distinguished from the Administrative Support Assistant II 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 – Organizes, monitors, tracks, evaluates, compiles, and prepares complex internal and external documents and internal policies or official documentation; manages information for the entire organization; accountable for all organizational resources, communication, and scheduling as it relates to the needs of the executive; keeps advised of the current status of the work of the executive and anticipates the executive's needs by gathering records, reports, correspondence, statistics, or other specific types of information; maintains the executive's appointment calendar and arranges appointments, meetings, and conferences, and contacts the appropriate individuals as needed.

Communication – Communicates general and controversial information with internal staff and external entities; communicates with other executive assistants, professionals, private and public organizations, or others to acquire, verify, coordinate, and document information as it relates to projects, programs, practices, or initiatives of the executive; briefs executive on subject matter for upcoming meetings, problems, policies, project status, commitments, and public relations efforts; answers telephones, screens calls and visitors, and directs the individual to the proper contact; prioritizes communication efforts of the executive; attends meetings and takes notes for the manager; and prepares presentations for the manager.

Policies and Procedures – Establishes office procedures and methods using standard systems; explains and defends organization-wide policies and procedures to a variety of internal and external customers including the general public; monitors and evaluates the office operations, studies procedures, recommends modifications, and implements office policies; maintains, edits, and reviews policies and procedures for grammatical structure and consistency for entire organization; updates policy and procedure manuals and other organization wide practices; types documents and distributes updates; creates and prepares databases that assist with documenting multiple events, projects, programs, and practices of the organization; and recommends policies or practices within the scope of responsibility.

Expenditure Controls – Coordinates and compiles budget information for the entire organization; monitors, verifies, tracks, and documents expenditures or revenues; reviews budget documents for consistency between various divisions and/or functional/operational areas and creates and/or prepares various reports and other support documents for the entire organization; determines the needs of the organization and immediate office for supplies and equipment and makes recommendations; monitors and tracks resources for operation; and creates forms, procedures, practices, and documents to support the executive's budgetary responsibility.

Human Resources or Supervision – By position, conducts performance evaluations of staff supervised and assists with preparing the documents and performance evaluations of agency or department staff; assists the executive in communicating and reinforcing the organization's shared values and organizational culture, prepares documents supporting the redesign and reorganization of staff; and delegates assignments to subordinate employees.

Performs other duties as assigned or requested.

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.

MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

- Organizational Awareness** – Knows how social, political, organizational, and technological systems work and operates effectively within them. This includes the policies, procedures, rules, and regulations of the work unit or organization.
- Integrity/Honesty** – Displays high standards of ethical conduct, understands the impact of violating these standards on an 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** – Composes documents or correspondence of moderate length covering detailed information, extracts sections from available source materials, and organizes them into a summary document.
- 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 require a moderate number of steps to resolve.
- Decision Making** – Specifies goals and obstacles to achieving those 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** – Rearranges a moderate amount of work priorities to accommodate occasional and temporary changes in the office or in project resources or goals.

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 arithmetic 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 administrative/secretarial experience which must include one year of experience at the type and level of an Executive Assistant II.

Education/Experience Equivalency:

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

Clarification of Levels:

Positions in this class typically support a position(s) in the Executive 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.