



Career Service Authority
Executive Assistant to the Mayor

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GENERAL STATEMENT OF CLASS DUTIES

Assists the Mayor with the implementation of goals and objectives for the City and County of Denver.

DISTINGUISHING CHARACTERISTICS

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally in the form of stated objectives only with issues and factors largely undefined requiring the employee to exercise creativity and ingenuity in devising criteria, techniques, strategy, and methodologies for approaching assigned functions or projects.

Duties performed involve concepts, theories, and concrete factors to be evaluated and weighed requiring a high degree of analytical ability, independent judgment, and decision-making.

Work assignment is generally unstructured and employee is responsible for organizing complex, varied, and simultaneous coordination of several functions, programs, or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program, or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy, and conformance to policy.

Interpersonal Communications and Purpose:

Contacts are of a non-prescribed nature involving the negotiation and resolution of problems and where exceptional degrees of discretion, judgment, and specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised:

Supervises two or more employees who do not supervise.

ESSENTIAL DUTIES

Develops and manages the budget for the Mayor's Office and allocates funds within the budget to accomplish objectives.

Implements and interprets procedures developed by higher level managers and assists in developing, recommending, and coordinating the implementation of new procedures.

Resolves operational and unforeseen problems by coordinating with other entities, interfacing with affected clients or groups, and addressing other concerns.

Attends a variety of meetings to ensure coordination with other entities, resolves implementation problems and acts as chief spokesperson to groups directly affected by administrative activities.

Changes procedures or approaches to deal with daily problems or incorporates changes into existing guidelines.

Determine priorities and monitors status of special projects on an ongoing basis.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Develops the performance evaluation program for functions within the unit, monitors and documents employee performance, provides ongoing feedback regarding levels of performance, and formally evaluates employees in relation to performance.

Develops and implements staff training and development plans to provide cross training of employees, specific job related training, and other approaches to provide opportunities for staff flexibility and development.

Responds to formal and informal employee grievances and prepares written response.

Interviews and selects staff reporting directly to this position and assists with other interviews as required.

Documents causes for disciplinary action and initiates letters of reprimand and formal recommendations for disciplinary action when necessary.

Performs other related 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, Knowledge, & Skills:

Oral Communication – expresses ideas and facts to individuals or groups effectively; makes clear and convincing oral presentations; listens to others; facilitates and open exchange of ideas.

Problem Solving – Identifies and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes between relevant and irrelevant information to make logical judgments.

Written Communication – Expresses facts and ideas in writing in a succinct and organized manner.

Leadership – Inspires, motivates, guides others toward goals; coaches, mentors, challenges staff; adapts leadership styles to various situations; models high standards of honesty, integrity, trust, openness, and respect for individuals by applying these values daily.

Technical Competence – Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise (for example, engineering, physical science, law or accounting); maintains credibility with others on technical matters.

Flexibility – Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with pressure and ambiguity.

Interpersonal Skills – Considers and responds appropriately to the needs, feelings, and capabilities of others; adjusts approaches to suit different people and situations.

Decisiveness - Makes sound and well-informed decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, in order to accomplish organizational goals; causes change.

Self-Direction – Demonstrates belief in own abilities and ideas; is self-motivated and results-oriented; recognizes own strengths and weaknesses; seeks feedback from others and opportunities for self-learning and development.

Conflict Management – Manages and resolves conflicts, confrontations, and disagreements in a positive and constructive manner to minimize negative personal impact.

Client Orientation – Anticipates and meets the needs of clients; achieves quality end-products; is committed to improving services.

Team Building – Manages group processes; encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

Human Resources Management – Empowers staff by sharing power and authority; develops low levels of leadership, pushing authority down and out through the organization; shares rewards with staff; ensures staff are properly selected, used, appraised, developed, and are treated fairly.

Influencing/Negotiating – Persuades others; develops networks and coalitions; gains cooperation from others to obtain information and accomplish goals; negotiates to find mutually acceptable solutions; builds consensus through give and take.

Managing Diverse Workforce – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce; manages workforce diversity.

Planning and Evaluating – Determines objectives and strategies; coordinates with other parts of the organization to accomplish goals; monitors and evaluates the progress and outcomes of operational plans; anticipates potential threats or opportunities.

Knowledge of budgeting procedures and requirements sufficient to be able to administer a budget to accomplish objectives.

Knowledge of supervisory theories and methods sufficient to be able to perform a variety of supervisory functions.

Physical Demands (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

Near Acuity: ability to see clearly at 20 inches or less.
Accommodation: ability to adjust vision to bring objects into focus.

Working Environment:

Pressure due to multiple calls and inquiries.
Subject to many interruptions.

Education Requirement:

Bachelor degree in Business Administration, Public Administration, Political Science or a directly related field.

Experience Requirement:

Three years of experience providing administrative support to an executive.

Education/Experience Equivalency:

Additional appropriate education may be substituted for the minimum experience requirement.

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Licensure and/or Certification:

Completion of the Career Service Authority supervisory training courses prior to the completion of the probationary period.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/1995

ESTABLISHED BY: Patricia Anderson

REVISED DATE: 07/12/2009

REVISED BY: Melissa Fisher

CLASS HISTORY 07/2009: The class spec was put into the new format and competencies were added.