



Office of Human Resources  
Executive Assistant II - CA2178  
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### General Statement of Duties

Provides administrative/secretarial support and/or office management for a manager responsible for multiple large divisions with complex operational or functional areas or for the highest level manager of smaller agencies.

### Distinguishing Characteristics

This is the second level of a three level series. This is not a progressive class series. This class performs administrative/secretarial support and office management for a manager responsible for multiple large divisions with complex operational/functional areas or for the highest level manager of smaller agencies. This class 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). This class is distinguished from Executive Assistant III which performs administrative/secretarial support and office management for an executive of a charter department or independent agency.

The Executive Assistant II 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 II is distinguished from the Administrative Support Assistant III that performs a variety of full performance level office support work.

### Essential Duties

**Information Management** – Organizes, monitors, prepares, tracks, updates, and compiles complex internal and external documents with emphasis on external documents; organizes and maintains information; 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 specific types of information; and maintains the manager’s appointment calendar, arranges and coordinates appointments, meetings, and conferences, and contacts the appropriate individuals as needed.

**Communication** – Communicates general or controversial information with internal staff and external entities; communicates and receives information to support or initiate action for the manager’s projects, practices, and initiatives; prepares complex presentations, reports, diagrams, or other support documents for the manager to present to the community, legislature, or others to gain cooperation and support; briefs manager on subject matter for upcoming meetings or events; answers telephones, screens calls and visitors, and directs individuals to the proper contacts; prioritizes communication efforts of the manager and subordinate staff; attends meetings and takes notes for the manager; and prepares presentations for the manager.

**Policies and Procedures** – Creates and prepares databases that assist with documentation; recommends policies or practices within the scope of responsibility; assist with establishing office procedures and methods using standard systems; explains and defends office policies and procedures to a variety of internal and external customers; maintains, edits, and reviews policies and procedures for grammatical structure and consistency; updates policy and procedure manuals; and types documents and distributes updates.

**Expenditure Controls** – Assists manager with developing the budget by gathering, compiling, and coordinating information from multiple functional and/or operational areas; monitors, verifies, tracks, and documents expenditures or revenues; reviews budget documents and records for consistency and creates and/or prepares various reports and other support documents; determines office needs for supplies and equipment and recommends resources and equipment needs; monitors and tracks resources for operation; and create forms and procedures/practices for document preparation to support the manager’s budgetary responsibility.

Human Resources/Supervision – By position, provides administrative/secretarial support to the manager with staffing plans and staff development; delegates assignments to subordinates; assists with performance evaluations of agency or department staff by preparing documentation; and provides recommendations to manager for performance evaluation of assigned staff.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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.

### Competencies

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Decisiveness - Makes well-informed, effective, and timely decisions, even when data are limited or solutions produce unpleasant consequences; perceives the impact and implications of decisions.

Information Management - Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

Oral Communication - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Reading - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict

Written Communication - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

### Knowledge & Skills

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.

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 operating a telephone system and screening calls.

**Level of Supervision Exercised**

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

**Education Requirement**

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

**Experience Requirement**

Three (3) years of administrative/secretarial experience which must include one year of experience providing support to a core middle manager.

**Education & Experience Equivalency**

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

**Licensure & Certification**

None

**Working Environment**

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

**Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**Physical Demands**

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

Color vision: Ability to distinguish and identify different colors.

Depth Perception: Ability to judge distances and space relationships.

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Field of Vision: Ability to sharply detect or perceive objects peripherally.

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

**Background Check Requirement**

Criminal Check

Employment Verification

**Assessment Requirement**

Administrative Professional (SHL)

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: NE-12**

**FLSA Code: N**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date: 2/14/21**

**Revised By: AD**

**Class History:**

Revised equivalency language.