

**CITY OF GRAND HAVEN
JOB DESCRIPTION
EXECUTIVE ASSISTANT**

Supervised By: City Manager or Department Director
Supervises: Coordinates the work of other clerical staff as assigned, or serves as team leader on special projects as assigned.
FLSA: Non-exempt

Position Summary:

Fully independent confidential executive and administrative support professional; performs high-level secretarial and administrative duties and provides advanced customer service in support of department operations.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Independently identifies, plans and provides secretarial, administrative and clerical support for various department operations, administrative processes and customer service needs.
2. Assists customers in person and by phone or other means, addressing and resolving standard and complex problems or issues. Addresses most situations independently and coordinates the most complex issues with managers as appropriate.
3. Represents the Manager/Director to customers and independently resolves complex issues. Provides guidance, instruction and advanced facilitation to customers regarding department operations, rules, procedures, forms, protocols and other requirements to ensure they understand processes, obtain and complete required paperwork and receive adequate and complete information.
4. Drafts standard, advanced and highly confidential and sensitive correspondence, documents, forms, reports, and related items. Proofreads critical documents.
5. Independently creates databases, spreadsheets and other reports. Develops and recommends methods for tracking and reporting departmental outputs/activities.
6. Prepares packets, reports and other standard, complex and highly confidential handouts, materials, official documents or publications.
7. Schedules appointments, arranges and confirms meetings and otherwise manages departmental calendars.
8. Schedules, attends and represents the city, department director or manager at various meetings as assigned. Takes minutes, prepares minutes and otherwise provides secretarial support as assigned.

9. Coordinates regular and mass mailings and ensures departmental mail is properly processed and directed. Independently responds to standard correspondence on behalf of managers or administrators as directed.
10. Develops, establishes, maintains and manages department public and confidential electronic and paper filing systems to ensure public records and documents are managed in compliance with record retention requirements and State and Federal law. Develops and implements records disposal schedules according to established record retention protocol.
11. Responds to formal requests for information, coordinates FOIA requests with appropriate city departments and legal counsel.
12. Independently develops and completes special research, reports and projects. Makes related recommendations and presentations.
13. Coordinates special programs and events as assigned.
14. Coordinates travel arrangements for managers/administrators and/or elected officials. Makes reservations and completes registration materials.
15. Assists with department budget preparation and administration, coordinates and completes departmental bookkeeping activities. Completes forms, codes invoices, monitors budgets and expenditures.
16. Monitors and orders office supplies and troubleshoots equipment for the department. Prepares and processes purchase orders and invoices according to established procedures and coordinates with the Finance Department as needed.
17. Performs related work as required.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- Associate's degree or equivalent combination of education and experience is required, Bachelor's degree preferred.
- Three or more years of high level secretarial or administrative support experience.
- Knowledge of department and citywide operations and administrative procedures and practices.
- Skill in the operation and troubleshooting of general office equipment.

- Skill in the use of office computers and expertise in the use of word processing, database and spreadsheet software, powerpoint, graphics and related desktop publishing.
- Ability to maintain confidentiality and exercise discretion with regard to highly sensitive information.
- Ability to coordinate multiple tasks, adjust to changing priorities and work within deadlines.
- Ability to prepare accurate and professional documents, records, reports and correspondence, including highly sensitive and confidential items.
- Ability to establish and maintain effective working relationships, provide positive customer service according to city standards and policies, and demonstrate a high level of tact and diplomacy in resolving highly complex customer service issues.
- Ability to type and enter data with speed and accuracy.

Physical Requirements and Work Environment:

The physical demands and work environment described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

An employee in this position spends the majority of their time in an office setting with a controlled climate where they sit and work on a computer for extended periods of time, communicate by telephone, email or in person, and move around the office or travel to other locations.

ⁱ Created 6/30/2007

No revisions