



## Midpeninsula Regional Open Space District

### **EXECUTIVE ASSISTANT**

#### **DEFINITION**

Under general direction, provides varied and complex office administrative and secretarial support primarily to the General Manager's office; performs technical support work related to the responsibilities of the General Manager and Administrative Services Manager; assists in providing support to the Board of Directors; coordinates assigned programs, projects, and services with other District departments, divisions, and outside agencies; serves as back-up to the District Clerk; and performs related work as required.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Administrative Services Manager. May exercise general supervision over assigned staff.

#### **CLASS CHARACTERISTICS**

This is the highest-level administrative support class assigned to the General Manager's Office. Incumbents perform a variety of administrative and project coordination support work for the General Manager, Administrative Services Manager, District Clerk, Board of Directors, and associated staff. The work requires extensive public contact, the frequent use of tact, discretion, and independent judgment, knowledge of District activities, and the ability to conduct independent projects. This class is distinguished from other office administrative classes in that the nature, scope, and diversity of responsibilities originating at a District-wide level requiring a broader understanding of District functions and the capability of relieving District management staff of day-to-day administrative and coordinative duties.

#### **EXAMPLES OF ESSENTIAL FUNCTIONS** *(Illustrative Only)*

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Ensures the office administrative functions of the General Manager's office are effectively carried out.
- Performs a wide a variety of general administrative and clerical duties to support the General Manager, including transcribing, researching, and creating summaries, recommendations, resolutions, proclamations, and memos; printing and assembling monthly reports; researching databases; and sorting mail.
- Maintains and coordinates the schedule and calendar of the General Manager as directed; schedules meetings; schedules and tracks appointments with other departments.
- Serves as back-up to the District Clerk with Board and Committee meeting coordination and provides a variety of support to District Board and committees, including reserving meeting rooms, maintaining access reports, compiling and distributing agenda packets, attending meetings, formatting and distributing minutes, and following-up on decisions as required; ensures compliance with the Brown Act; maintains committee directories.
- Participates in support for the Administrative Services Department including entering invoices and expenditures into the database, creating requisitions, updating vendor information, and generating

various reports.

- Researches, compiles, organizes, and analyzes information and data for special projects and various reports, publications, and newsletters; designs and implements forms; prepares written materials to explain District programs and procedures.
- Assists in gathering, assembling, updating, and distributing a variety of information, forms, records, and data as requested, including vital records, District Code updates, and Board policies; assists in preparing and maintaining a variety of databases and reports.
- Attends to a variety of office administrative details, such as keeping informed of departmental activities, transmitting information, attending meetings, and serving on various task forces and committees.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; may operate other department-specific equipment.
- Organizes and maintains various administrative, reference, and follow-up files; purges files as required.
- Screens calls, visitors, and mail; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from the public; directs callers to appropriate District staff; assists the public at the front counter and directs the public to appropriate locations/staff; represents the District to all callers and visitors in a professional and customer friendly manner.
- Checks and tabulates standard arithmetic or statistical data; may summarize such information and prepare periodic numerical reports.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Types, originates, formats, proofreads, and distributes a wide variety of reports, letters, and memoranda, including agenda items, bid documents, and documents associated with capital improvement projects; types from rough drafts, verbal instructions, or transcribing machine recordings; checks drafts for punctuation, spelling, and grammar; makes or suggests corrections to drafts.
- Makes copies; collates materials; files copies of letters, memoranda, reports, and other materials in department and/or central files.
- Provides training to lower-level and new staff as required.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Practices and methods of office management and administration, including the use of standard office equipment.
- Basic principles and practices of supervision and training.
- Organization and function of public agencies, including the role of an elected Board of Directors and appointed committees.
- Applicable Federal, State, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility.
- Principles and procedures of record keeping and reporting.
- Principles and practices of data collection and report preparation.
- Business letter writing and the standard format for reports and correspondence.
- Business mathematics and basic statistical techniques.

- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

**Ability to:**

- Maintain confidentiality and be discreet in handling and processing confidential information and data.
- Interpret, apply, explain and ensure compliance with applicable Federal, State, and local laws, rules, regulations, policies, and procedures, as well as complex administrative and departmental policies and procedures.
- Perform responsible administrative support work with accuracy, speed, and general supervision.
- Provide varied and responsible office administrative work requiring the use of tact and discretion.
- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Compose correspondence and reports independently or from brief instructions.
- Understand and carry out complex oral and written directions.
- Research, analyze, and summarize data and prepare accurate and logical written reports.
- Make accurate arithmetic, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate office equipment and computer applications related to the work.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to the completion of the twelfth (12th) grade supplemented by two (2) years of college-level coursework in business or secretarial science, and three (3) years of responsible secretarial experience involving assisting executive management or a high-level official with administrative duties such as typing, filing, calendar coordination, public relations, and project coordination tasks.

**Licenses and Certifications:**

- Possession of a valid California Driver's License.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers

open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

EFFECTIVE: October 2011  
REVISED: N/A  
FLSA: Non-Exempt