



CLASSIFICATION TITLE: Executive Assistant	JOB NUMBER: 7199	AFFILIATION: Unaffiliated (Non-Union)
REPORTS TO: City Manager	PAY GRADE: 17	FLSA STATUS: Exempt

GENERAL SUMMARY

Performs varied, complex, and confidential office administrative support to the City Manager in the overall administration of City operations. Work is performed under the limited supervision of the City Manager. This is the highest-level administrative assistant classification within the City.

CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity*, and *Excellence* promote and maintain a high level of morale and productivity, and are the tie that binds all City employees together, across all functions.

ESSENTIAL JOB FUNCTIONS

To be successful in this position, an individual must be able to perform each essential function satisfactorily. Additional duties of a similar nature and level may also be assigned. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.

- Relieves the City Manager of administrative details; exercises considerable judgment and applies experience in making decisions; provides information.
- Performs special projects as assigned by the City Manager.
- Receives and screens visitor, telephone calls, emails, and regular mail; provides information to the public to ensure an understanding of City policies and procedures; listens to questions and explains procedures according to existing guidelines; refers citizens to the proper resource as appropriate; identifies, negotiates, and/or resolves solutions to citizen complaints and problems when appropriate.
- Coordinates and maintains multiple calendars and schedules meetings and appointments for the Mayor, City Councilmembers, and the City Manager; makes travel arrangements as required.

- Provides administrative and programmatic support to the Communications & Marketing division including planning and coordination of citywide events.
- Drafts and prepares information and other materials for Council meetings; reviews and prepares documents for City Manager signature; drafts and prepares written communications and talking points for the City Manager.
- Assists in the implementation of goals, objectives, strategies, policies, procedures, and work plans.
- Utilizes software applications for a variety of purposes including, but not limited to, budget, financial reporting, personnel actions, City Council staff reports, and strategic planning.
- Serves as the records officer for the City Manager department.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.

Knowledge of:

- Applicable Federal, State, and local laws, rules, codes and regulations related to assigned activities.
- City and Department operations, policies, and objectives.
- Financial and statistical reporting and record-keeping techniques.
- Record-keeping principles, procedures, and techniques.
- Principles of training and providing work direction.
- Processing requirements and procedures for public documents.
- Basic budget preparation and control techniques.
- Modern office practices, methods, procedures, and equipment.
- Advanced word processing, spreadsheet, and desktop publishing software used by the City.
- Correct English usage, grammar, spelling, punctuation, and vocabulary.

Skills and Abilities to:

- Maintain confidentiality, tact, and discretion in handling and processing confidential information.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Establish and maintain effective working relations with public and private agencies, elected and public officials, co-workers, and members of the public.
- Read, learn, interpret, apply and explain codes, rules, regulations, policies, and procedures.
- Plan and perform complex administrative office coordination duties.
- Apply principles of training and provide work direction to others.

- Research and analyze data and information and develop, evaluate, and present alternative recommendations.
- Prepare, monitor, and control assigned budgets and financial accounting records.
- Understand and follow verbal and written instructions.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise, and understandable manner to intended audiences.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, set priorities, and meet critical time deadlines.
- Operate modern office equipment including personal computer equipment using standard or customized software application programs appropriate to assigned tasks.
- 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.

SPECIAL REQUIREMENTS

- Valid driver's license.

EDUCATION AND EXPERIENCE

High school diploma or GED and three (3) years of experience in executive-level administrative support.

COMPETENCIES

Foundational

- Use Technical/Functional Expertise: Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- Be Accountable for Performance: Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- Provide Excellent Customer Service: Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.

- Communicate Effectively: Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- Work Safely: Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT




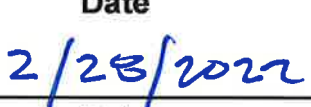

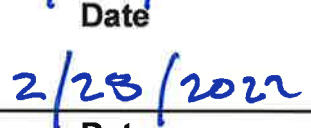
The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This work requires regular and punctual attendance at the office or other assigned locations; work requires the occasional exertion of up to 10 pounds of force; work regularly requires speaking or hearing, using hands to finger, handle or feel and repetitive motions, frequently requires sitting and occasionally requires standing and walking; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Authorization (for Archive)

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.

 _____ Human Resources Director	 _____ Date
 _____ Department Head	 _____ Date
 _____ City Manager or Authorized Designee	 _____ Date

