

## DEPARTMENTAL EXECUTIVE ASSISTANT

### FUNCTION OF THE JOB

Under direction, provides administrative support to department head and upper level management team, which may be confidential in nature, follow-up and assistance in the daily office management services; and performs other duties as required.

### CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Prepares a variety of documents, letters, memorandums, reports, spreadsheets, and presentations.
2. Drafts, designs, composes, formats, proofreads, and edits documents from general instruction.
3. Maintains schedules and calendars for department director and managers, and coordinates interviews, appointments, speaking engagements, meetings, conferences, and makes travel arrangements when necessary.
4. Organizes and schedules meetings or events, including meeting room set-up, documents, technology, communication, logistics, etc.
5. Manages special projects or department-wide programs, providing direction and communication to department staff.
6. Establishes and maintains office files, information, and records.
7. Develops, revises, and implements a system of office procedures to ensure the efficiency of workflow.
8. Provides information and training to staff on information technology issues in the department.
9. Attends and prepares minutes of staff, committee, and board meetings, and may represent the Department on behalf of the Director or Manager.
10. Disseminates information relating to the activities of the department; provides information and assistance to inquirers regarding department programs, operations, and policies; researches information in an effort to resolve complaints, or channels them to the appropriate person.
11. Acts as a liaison between the department and other County departments and the general public.
12. May coordinate and process human resource transactions in the County's HRIS system.
13. May prepare and compile detailed financial, payroll, and budget documents.
14. May develop and maintain a variety of social media including web pages, Facebook, Twitter, newsletters, etc. to conduct surveys or communicate department information
15. Maintains and monitors records of office expenses and supplies.
16. May distribute work, instruct in procedures, and review for accuracy and completeness the work of other support staff.
17. May assist in the review and preparation of the department budget.
18. Processes and maintains confidential or sensitive information or documents.
19. Establishes and maintains effective working relations with departmental staff, elected officials, County employees, and the general public.
20. Performs other duties as required.

### QUALIFICATIONS

#### Essential Knowledge and Abilities

1. Thorough knowledge of business English, spelling, grammar, correspondence formats, and basic mathematics.
2. Comprehensive knowledge of standard office practices, procedures, and equipment.
3. Comprehensive knowledge of and a high degree of proficiency in MS Office products or comparable office programs, word processing, spreadsheet, and database applications.

## QUALIFICATIONS

### Essential Knowledge and Abilities (continued)

4. Comprehensive knowledge of department structure, workflow requirements, policies, procedures, rules, laws, etc.
5. Comprehensive knowledge of unique or specialized terminology specific to department/division operations.
6. Comprehensive knowledge of departmental-specific programs.
7. Working knowledge of record keeping and bookkeeping principles and practices.
8. Some knowledge of supervisory practices.
9. Ability to follow and understand complex oral and written instructions and prepare documents that will communicate concepts in illustrative form such as graphs and charts.
10. Ability to carry out special and general assignments requiring organization of materials and development of procedures without direct supervision.
11. Ability to provide instruction and review the work of other support staff.
12. Ability to operate standard office equipment.
13. Ability to access, navigate the internet, County or department-specific applications and programs; and if needed, design and maintain web pages.
14. Ability to adapt to rapidly changing priorities and deadlines.
15. Ability to multi-task and prioritize work assignments to ensure timely completion.
16. Ability to communicate both orally and in writing and to exercise critical thinking, judgment, and discretion in the application and interpretation of policies and regulations.
17. Ability to make high level decisions in accordance with departmental procedures and policies.
18. Ability to establish and maintain effective working relations with departmental staff, elected officials, County employees, and the general public.
19. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.

### Training and Experience

1. High School Diploma or GED.
2. Four years work experience providing administrative support, one year of which was at an Administrative Specialist level.
3. Two years of recognized post high school training in business, administrative professional or closely related field may substitute for two years of the work experience requirement.