Job Title: Executive Assistant

Department: City Manager

Immediate Supervisor: Various

Origination Date:	**07/01/2001**
Revision Date:	**07/12/2012**
Job Grade	**806**
FLSA Status	**Non-exempt**

BRIEF DESCRIPTION OF THE JOB:

The Executive Assistant provides a high level of administrative support to the City Manager's Office. This position performs duties as assigned including responding to requests, conducting research, and preparing reports. This position requires a high level of confidentiality of verbal and written information; knowledge of detailed department programs; and related work that goes beyond established procedures. The position communicates information to appropriate parties, using tact and diplomacy.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

	Physical Strength Code	ESSENTIAL FUNCTIONS
1	S	Makes, answers, and routes phone calls. Responds, directs, and prepares correspondence and e-mails. Sorts, reviews, and redirects correspondence to the appropriate staff. Provides support as necessary to other divisions within the department.
2	S	Plans, coordinates, and schedules appointments and coordinates calendars. Organizes meetings, travel arrangements, appointments, conferences, and special events, including amenities and scheduling.
3	S	Maintains credit card reconciliations and discretionary funds accounts. Processes invoices, purchase orders, and submits check requests. Monitors and tracks expenses within budget.
4	S	Orders supplies and stocks office. Provides technical support with various office equipment and serves as liaison to ITS.
5	S	Conducts research, compiles information, prepares reports and creates COACs, presentations, and Yellow Papers. Drafts proclamations as requested.
6	S	Creates and maintains filing system. Serves on the City's record retention team, researches applicable guidelines, reviews the files, sets up the destruction records, and coordinates the destruction of the applicable records.
8	S	Prepares staff for meetings by preparing and copying all pertinent materials needed for the meeting.
9	S	Prepares agendas, takes minutes of meetings, evaluates meetings, and tracks agenda items for periodic meetings. Provides notary public services as needed.

	Physical Strength Code	ESSENTIAL FUNCTIONS
10	S	Participates on City teams as assigned and maintains a list of follow-up issues, prepares agendas, takes meeting minutes, tracks future agenda items, reports status of activities, and prepares reports.
11	S	Attends City staff meetings, business meetings, and meetings of governmental entities. Evaluates information that is relevant and reports it to appropriate parties. Handles special projects as assigned.

JOB REQUIREMENTS:

JOB REQUIREMENTS	
Formal Education / Knowledge	Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with a two year associate's degree, diploma or equivalent from a college, technical, business, vocational, or correspondence school. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
Experience	Minimum five years experience in a related field.
Certifications and Other Requirements	Valid Driver's License
Reading	Work requires the ability to read budget instructions, reports, strategic planning documents, Council Action, correspondence, software manuals, management books, trade journals, and policies at a college level.
Math	Work requires the ability to perform general math calculations averaging response times, finding increases/decreases, calculating percentages, basic math, and creating charts at a college level.
Writing	Work requires the ability to write memos, letters, reports, e-mail, grant proposals, award nominations, performance appraisals, correspondence with customers, policies, and newsletter and newspaper articles at a college level.
Managerial	Job has no responsibility for the direction or supervision of others but may provide advice/direction to an employee with less experience/skill or tenure.
Policy / Decision Making	Moderate - The employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. Work involving discretion is typically reviewed before finalized.
Technical Skills	Broad Application - Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities.
Interpersonal / Human Relations Skills	High - Interactions may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may also involve stressful, negative interactions requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.

City of Goodyear, Arizona

Physical Demands

Frequency Code Scale

N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
Never occurs	Less than 1 hour/week	Up to 1/3 of the time	From 1/3 to 2/3 of the time	2/3 or more of the time

Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)
Standing	☐ N ☐ R ☐ O ☒ F ☐ C	☐ Making presentations ☐ Observing work site ☐ Observing work duties ☒ Communicating with co-workers
Fine Dexterity	☐ N ☐ R ☐ O ☐ F ☒ C	☒ Computer keyboard ☒ Telephone keypad ☒ Calculator ☐ Calibrating equipment
Walking	☐ N ☐ R ☒ O ☐ F ☐ C	☒ To other departments/offices ☐ Around work site
Lifting	☐ N ☐ R ☒ O ☐ F ☐ C	☒ Supplies ☐ Equipment ☒ Files
Carrying	☐ N ☐ R ☒ O ☐ F ☐ C	☒ Supplies ☐ Equipment ☒ Files
Sitting	☐ N ☐ R ☐ O ☐ F ☒ C	☒ Desk work ☒ Meetings ☒ Driving
Reaching	☐ N ☐ R ☐ O ☒ F ☐ C	☒ For supplies ☒ For files
Handling	☐ N ☐ R ☐ O ☐ F ☒ C	☒ Paperwork ☐ Monies
Kneeling	☐ N ☐ R ☒ O ☐ F ☐ C	☒ Filing in lower drawers ☒ Retrieving items from lower shelves/ground
Crawling	☐ N ☒ R ☐ O ☐ F ☐ C	☒ Under equipment ☐ Inside attics/pipes/ditches

Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)
Pushing/ Pulling	☐ N ☐ R ☒ O ☐ F ☐ C	☒ File drawers ☒ Equipment ☒ Tables and chairs ☐ Hoses
Climbing	☐ N ☒ R ☐ O ☐ F ☐ C	☒ Stairs ☐ Ladders ☒ Step stools ☐ Onto equipment
Vision	☐ N ☐ R ☐ O ☐ F ☒ C	☒ Reading ☒ Computer screen ☒ Driving ☐ Observing work site
Foot Controls	☐ N ☒ R ☐ O ☐ F ☐ C	☒ Driving ☐ Operating heavy equipment ☐ Operating Dictaphone
Balancing	☐ N ☒ R ☐ O ☐ F ☐ C	☐ On ladders ☐ On equipment ☒ On step stools
Bending	☐ N ☐ R ☒ O ☐ F ☐ C	☒ Filing in lower drawers ☒ Retrieving items from lower shelves/ground ☐ Making repairs
Crouching	☐ N ☐ R ☒ O ☐ F ☐ C	☒ Filing in lower drawers ☒ Retrieving items from lower shelves/ground
Hearing	☐ N ☐ R ☐ O ☐ F ☒ C	☒ Communicating via telephone/radio, to co-workers/public ☐ Listening to equipment
Twisting	☐ N ☐ R ☐ O ☐ F ☒ C	☒ From computer to telephone ☐ Getting inside vehicle
Talking	☐ N ☐ R ☐ O ☐ F ☒ C	☒ Communicating via telephone/radio, to co-workers/public
Other		(Explain)

Physical Demands (continued)

Machines, Tools, Equipment and Work Aids:

Telephone, fax machine, calculator, copier, vehicle.

Computer Equipment and Software:

Personal computer, printer, scanner, related software.

Environmental Factors:

Environmental Conditions	Never	Seasonally	Several Times Per Month	Several Times Per Week	Daily
Extreme temperature (heat, cold, extreme temp. changes from outside work)	☒	☐	☐	☐	☐
Wetness and/or humidity (bodily discomfort from moisture)	☒	☐	☐	☐	☐
Respiratory hazards (fumes, gases, chemicals, dust and dirt)	☒	☐	☐	☐	☐
Noise and vibration (sufficient to cause hearing loss)	☒	☐	☐	☐	☐
Physical hazards (high voltage, dangerous machinery, aggressive prisoners, patients – not customers)	☒	☐	☐	☐	☐

Health and Safety Conditions:

Health and Safety Conditions	N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
	Never occurs	Less than 1 hour per week	1/3 or more of the time	From 1/3 to 2/3 of the time	2/3 or more of the time
Mechanical hazards	☒	☐	☐	☐	☐
Chemical hazards	☒	☐	☐	☐	☐
Electrical hazards	☒	☐	☐	☐	☐
Fire hazards	☒	☐	☐	☐	☐
Explosives	☒	☐	☐	☐	☐
Communicable diseases	☒	☐	☐	☐	☐
Physical danger or abuse	☒	☐	☐	☐	☐
Other (specify)	☐	☐	☐	☐	☐

Primary Work Location:

☒ Office Environment
☐ Warehouse
☐ Shop
☐ Vehicle
☐ Recreation Centers/Neighborhood Centers
☐ Outdoors
☐ Other (Specify)

_____

Protective Equipment Required:

N/A

Job Demands

Overall Strength Demands:

Overall Strength Demands	
☒ Sedentary	Exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.
☐ Light	Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly AND/OR walking or standing to a significant degree.
☐ Medium	Exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.
☐ Heavy	Exerting 50-100 pounds occasionally, 25-50 pounds frequently, or from 10 up to 20 pounds constantly.
☐ Very Heavy	Exerting over 100 pounds occasionally, 50-100 pounds frequently, or from 20 up to 50 pounds constantly.

Non-physical Demands:

Non-physical Demands	Frequently	Occasionally	Rarely	Never
Time Pressures	☒	☐	☐	☐
Emergency Situations	☐	☐	☒	☐
Frequent Change of Tasks	☒	☐	☐	☐
Irregular Schedule/Overtime	☒	☐	☐	☐
Performing Multiple Tasks Simultaneously	☒	☐	☐	☐
Working Closely with Others as Part of a Team	☒	☐	☐	☐
Tedious or Exacting Work	☒	☐	☐	☐
Noisy/Distracting Environment	☐	☐	☒	☐
Other (Describe below.)	☐	☐	☐	☐

EXPECTED BEHAVIOR:

Staff – Expected Behavior

The employee is expected to embrace, support, and promote the City's values, beliefs, and culture Which include but are not limited to the following:

- Be positive. Do not participate in gossip
- Maintain confidentiality
- Walk the talk – uphold and live the Goodyear culture
- Encourage positive feedback
- Be accountable – submit responses to all requests for information by due date and meet deadlines
- Support a learning culture
- Be on time for all meetings
- Create and implement ethical standards for your worksite
- Be fiscally responsible
- Support the City's values and mission
- Let common sense prevail
- Be visionary – anticipate issues
- Support organizational change
- Establish and maintain positive and effective working relationships with co-workers, supervisors, subordinates, contractors and vendors
- Understand City policies and procedures, make rational decisions/recommendations in accordance with established policy.
- Work in a safe manner and report unsafe activities and conditions. Follow the City-wide safety policy and everyone's responsibility. Make it a critical part of the day to day operations.
- Foster teamwork and actively participate on teams and in City activities
- Lead by example
- Provide outstanding customer service to internal and external customers

These traits are not basic job requirements but are expected behavior. Other duties and responsibilities will be performed as assigned.

SIGNATURES—REVIEW AND COMMENT:

I have reviewed this job analysis and its attachments and find it to be an accurate description of the demands of this job.

	_____	_____
	Signature of Employee	Date
_____	_____	_____
Job Title of Supervisor	Signature of Supervisor	Date
_____	_____	_____
Job Title of Department Director	Signature of Department Director	Date

Comments:_____

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The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.