

EXECUTIVE ASSISTANT TO TOWN ADMINISTRATION
Grade 22

General Statement of Duties

Performs a wide variety of advanced journey level administrative and office management responsibilities for the Town Manager and Assistant Town Manager, requiring a thorough understanding of overall Town functions, their inter-relationships and their relationship to the overall administration of Town operations.

Distinguishing Features of the Class

The Executive Assistant to the Town Manager is a single position classification and is the highest administrative class in the Town. The primary responsibility is to manage the administrative work of the Town Manager's Office and to ensure efficient service for the Office of the Town Manager, Town Administration, and the public. Responsibilities require tact, discretion, diplomacy, initiative and independent judgment, as well as knowledge of Town activities and a strong ability to implement Town administrative procedures. Special projects are often assigned and are expected to be completed with minimal supervision.

This position will perform a wide variety of complex administrative support tasks requiring initiative, independent judgment and extensive working knowledge of Town organization and programs. Work entails political, confidential and sensitive issues requiring a high degree of discretion and tact involving extensive contact with interdepartmental staff, elected officials, outside agencies and organizations, and the general public.

This class is distinguished from other administrative classes in that the nature, scope, and diversity of responsibilities require a broader understanding of Town functions and the competence to perform duties that require the exercise of discretion and independence with respect to matters of significance. Work is performed under the general supervision of the Town Manager and is evaluated through observation, conferences, and the quality and effectiveness of work completed. Work may include supervision over interns or other part-time personnel.

Duties and Responsibilities

Essential Duties and Tasks

- Researches, prioritizes, and follow-up on sensitive issues and concerns addressed to the Town Manager and recommends appropriate course of action, referral, or response.
- Coordinates, refers, and/or assumes responsibility for investigating and responding to various inquiries and complaints from citizens and officials; prepares draft letters for signature in response to the inquiries/complaints.
- Maintains official records and executes administrative policies in conjunction with other officials.
- Interprets Town policy, procedures, laws, and regulations in response to routine inquiries and complaints; refer inquiries as appropriate.
- Independently respond to letters and general correspondence of a routine nature.
- Composes, prepares and proofreads confidential correspondence, reports, and other complex documents.
- Recommends organizational and procedural changes affecting support activities.
- Compiles data for special projects and various reports; assist in assembling Town Council agenda items as needed; maintains Town Manager files and mail log.
- Prioritizes needs, handles matters expeditiously, proactively, and leads coordination of follow-

through on town-wide initiatives to successful completion, often with conflicting deadlines.

- Provides a bridge for smooth communication between Town Administration and internal departments demonstrating leadership to maintain credibility, trust and support with senior management staff.
- Oversees and ensures that the administrative functions of the Office of the Town Manager are effectively carried out.
- Manages the Town Manager's calendar; functions as the liaison between the Town Manager's Office and the Town Council.
- Coordinates travel arrangements; maintains appointment schedules and calendars; arranges meetings with other departments, divisions, and outside agencies.
- Attends bi-weekly meeting to review Council Meeting agendas with Town Clerk and Department Heads.
- Organizes, coordinates, and represents the Town in a variety of business and social functions that may include representatives of other governmental agencies and foreign officials.
- Arranges for meetings by scheduling rooms, notifying participants, preparing agendas from notes and brief instructions, and ensuring that information is compiled and duplicated; arranges for food and beverages as appropriate; takes and prepares summary or action minutes of such meetings.
- Attends meetings as assigned; take and transcribe dictation; type, assemble, and distribute meeting agendas, reports, manuals, and other materials; maintain records.
- Approves bills and invoices for payment ensuring they are coded to the correct line item budget; prepares and transmits a variety of financial documents, including payroll; assists in budget preparation and maintains records of purchase orders, payroll, expense statements, and other fiscal transactions.
- Orders and maintains office supplies; order stationary, business cards, and supplies for administrative office staff as required.

Additional Job Duties

- Performs related duties and special projects as assigned.

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities

- Thorough knowledge of modern office practices and procedures.
- Thorough knowledge and ability to use correct grammar, vocabulary, and spelling.
- Considerable knowledge of Town operations, their functions, and relationships.
- Considerable knowledge of local government operations and standard local government policies and procedures.
- Considerable knowledge of office technology including word processing, data base management, spreadsheet design and usage, specialized departmental software, and other related resources.
- Skill in internal and external customer service excellence, problem-solving, teamwork and collaborative conflict resolution.
- Ability to plan and organize work for efficient processing, set and follow effective work priorities and meet established deadlines.
- Ability to handle multiple priorities utilizing sound judgment and based on knowledge of town issues and needs.
- Ability to type, transcribe, and take dictation at the required speed and skill.
- Ability to work independently on complex and confidential secretarial tasks; ability to independently prepare agendas, legal documents, resolutions, ordinances and related complex or confidential

correspondence.

- Ability to communicate effectively in person and by telephone.
- Ability to gather, synthesize and compile technical information based on general instructions and create well organized documents.
- Ability to enter data accurately and at the speed required by the position and to proof own work.
- Ability to arrange and place records, reports and files into a proper sequence and develop computerized or paper systems for easy retrieval and storage of departmental records.
- Ability to maintain appropriate confidential information.
- Ability to establish and maintain effective working relationships with the general public, supervisor, Town officials, and employees.

Physical Requirements

- Must be able to physically perform the basic life operational support functions of standing, walking, fingering, talking, hearing, and repetitive motions.
- Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.
- Must possess the visual acuity to compile and compute data and statistics, operate a computer terminal, proof read materials, and do extensive reading.

Desirable Education and Experience

Graduation from high school and five years of progressively responsible administrative and/ or administrative support experience for a department director or other executive public official; or an equivalent combination of education and experience. An associate degree is preferred. Strong computer skills, including proficiency with Microsoft products is required.

Licenses and Certificates

All licenses and certifications must be maintained as a condition of employment.

- Possession of, or ability to obtain, a valid North Carolina driver's license and a satisfactory driving record.
- Must obtain and maintain certification as a Notary Public.

Apex

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Special Note: This generic class description gives an overview of the job class, its essential job functions, and recommended job requirements. However, for each individual position assigned to this class, there is available a completed job questionnaire with a physical abilities checklist which can give further details about that one specific position. Those documents should be reviewed before initiating a selection process. They can provide additional detailed information on which to base various personnel actions and can assist management in making legal and defensible personnel decisions.