

City of Madison

Job Description



Title: Executive Assistant - Planning

Department: Planning

FLSA Status: Non-Exempt

Pay Grade: 105

New Position ☐

Position Change ☒

Effective Date 9/9/2009

The following information is designed to outline the functions and position requirements of this job. It does not identify all tasks that may be expected, nor address the performance standards that must be maintained.

General Position Summary:

This position completes various higher-level projects, processes, and tasks assigned by the Department Head. Work requires a higher level of confidentiality, sensitivity and good judgment. Responsibilities may also include work with budgeting, preparation of various documentations, development of reports and publication, performance of research and analysis, drafting and distribution of various types of correspondence, scheduling and facilitation of departmental events and meetings, facilitation of internal and external contacts and follow-up, or any other task to assist the Department Head with duties and priorities. All work assigned at the discretion and direction of the Department Head and performed under general supervision.

Essential Functions/Major Responsibilities:

- Provides administrative support to the Department Head, and supports the Department Head with budgeting, accounts payable, preparing various documents and reports and other administrative processes.
- Provides responsible, complex and confidential administrative and secretarial support for the Department Head; data processes and proofreads a wide variety of complex and confidential reports, letters and memoranda; independently prepares correspondences; types from rough draft or verbal instructions; composes correspondence not requiring the attention of the Department Head.
- Maintains a variety of records, files, and logs related to departmental operations and activities; maintains confidential and personnel files; conducts periodic retention and purging of files in compliance with applicable guidelines.
- Maintains calendar of activities, meetings and various events for the Department Head; arranges meetings and makes appointments; assists with task prioritization; follows-up on assigned projects to meet deadlines; provides staff support to divisions such as preparing agendas, materials and minutes; makes travel arrangements and prepares related expense reports.
- Prepares reports, correspondence, and memoranda, of which many are highly confidential and sensitive in nature, utilizing word processing software.

- Screens office and telephone callers; responds to complaints and requests for information on department regulations, procedures, systems and precedents relating to assigned responsibilities; receives and routes incoming and outgoing mail.
- Maintains procedural manual to ensure consistent performance of routines.
- Prepares department payroll for processing; tracks overtime usage; retains and tracks payroll records of department staff.
- Performs other administrative duties as assigned by the Department Head.

Secondary Functions:

- Picks up and delivers documents from other city offices.
- Reviews work of other employees for consistency and accuracy.
- Performs other related duties as required.

Job Scope:

- Establishes priorities for own workload based on need for immediate action, work objectives and schedules.
- Works under pressure and processes a high volume of paperwork and interaction.
- Position requires multi-tasking and the ability to continually be interrupted and start-again with a high degree of detail.
- Strong attention to detail required due to work with permanent records and management of varying retention requirements.
- Makes frequent decisions within established policies, in a fluid environment that requires frequent variations from routine and independent decision-making.
- Assists in budget preparation for the department and maintaining accountability tracking and balances.
- Utilizes effective time management techniques to process large volumes of work and other contacts and ensure follow-up.
- Punctual and dependable.

Supervisory Responsibility:

None.

Interpersonal Contacts:

- Must communicate effectively with the public, applicants, vendors, contractors, agencies, city officials and city employees daily.
- Must work closely with Department Head with a high level of discretion with highly confidential and sensitive information at time.

Knowledge, Skills, and Abilities:

- Demonstrated ability to perform essential functions.
- Demonstrated ability to work with confidential and highly sensitive information and ability to be discrete and protect confidential documents and information in a busy work area.
- Demonstrated strong computer skills (including advanced Word, Excel) required.

- Demonstrated ability to process a high volume of records with a high degree of accuracy and attention to detail.
- Ability to consistently demonstrate a high level of judgment and discretion required for maintaining confidential and sensitive information.
- Strong complex filing skills. Demonstrated knowledge of principles and practices of office management and file management.
- Demonstrated team and interpersonal skills.
- Demonstrated ability to multi-task with multiple interruptions, while being required to process various confidential forms and documents simultaneously.
- Strong communication skills to communicate with the public by telephone, in person and in writing.
- Demonstrated ability to interact with employees waiting for services or information.
- Ability to follow instructions and to work independently with minimal supervision.
- Prioritization, organization, scheduling and follow-up skills required.
- Ability to produce written documents with clearly organized thoughts using proper English sentence structure, punctuation and grammar.
- Ability to make mathematical calculations rapidly and accurately.
- Ability to operate standard office equipment (including personal computers, printers, calculator, fax machine, typewriter and copy machines).
- Demonstrated time management skills and initiative (to stay productive during all work hours).
- Ability to cross-train in other areas in the department.
- Must be a self-starter and able to stay on task.

Education and/or Experience:

- High school diploma is required, with additional education in office practices and computer applications preferred, and some college-work related to duties preferred.
- One (1) year of progressive, related administrative experience.
- **Additional Requirements:**
- Strong work history of dependability and performance.
- Experience with similar essential functions.
- Strong background record required, due to accessibility to employee and city records and data, and frequent interaction with public.
- Current driver's license for city related errands. Must maintain a strong driving record for city-insurance purposes, and record may be periodically checked by the city.
- Must maintain professional personal demeanor, appearance and work area, to maintain professionalism in greeting the public as the departmental representative.

Job Conditions:

- Job may require occasional overtime or attendance at evening meetings with minimal notice.
- Job requires flexibility in clerical work assigned.
- Must be able to work productively with frequent interruptions.

- **Physical Capabilities:**
- This position's physical requirements involve 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.
- Ability to be mobile in order to handle boxes of documents and files, operate various office equipment, and perform a high volume of filing.
- Ability to communicate verbally and orally with public in person and over the telephone.
- Ability to stand/sit for extended periods of time.
- Ability to work on computer for extended periods of time.
- Must be able to drive.
- Ability to multi-task and work in a stressful environment at times.
- Ability to hear well enough to take minutes at meetings in a prompt manner and to communicate with public.

Mayor Approval, Date

Department Head Approval, Date