

LEGEND:

*Additions*

*Deletions*

Approved June, 2014

*Proposed June, 2018*

**CITY OF SANTA CLARA, CALIFORNIA**  
**EXECUTIVE ASSISTANT ~~TO MAYOR AND CITY COUNCIL~~**  
(Unclassified)  
(187)

EDUCATION AND EXPERIENCE

- Associate of Arts degree ~~or equivalent~~ in office *administration practices*, business management or related field; and
- Six years of progressively responsible and varied administrative support *and/or legal* experience including supervisory responsibilities; and
- Public sector experience is preferred.

*Desirable Qualifications:*

*For City Attorney's Office:*

- *Experience in law office procedures, including court calendaring, file system organization, library maintenance and familiarity; and*
- *Experience in work involving knowledge of legal terminology, forms, and procedures.*

DISTINGUISHING CHARACTERISTICS

The Executive Assistant ~~to Mayor and City Council~~ is distinguished from other classes in the administrative support series in that the incumbent provides responsible, confidential, administrative support services for the Mayor and ~~members of the~~ City Council, *City Manager, and City Attorney*. ~~The job involves working with individuals, activities and issues with which the Mayor and City Council, City Manager, and City Attorney is are involved and requires daily contact with a cross-section of high level government, community, and public and private officials, as well as individual members of the community. The incumbent must be able to handle non-partisan confidential matters with a high level of judgment.~~

As a member of the City's unclassified service, this is an "at-will" position and the incumbent serves at the discretion of the City Manager *or City Attorney*. ~~An incumbent in this position demonstrates strong ethical, professional, and service-oriented leadership and interpersonal skills, sets a good example, and correctly applies the tenets of the City's Code of Ethics and Values.~~

TYPICAL DUTIES

Duties may include, but are not limited to, the following:

Under general direction ~~of the City Manager, the incumbent may:~~

*For all ~~Departments~~ Offices:*

- Receive and reply to mail, office visitors, ~~and~~ telephone calls, *and refer citizen complaints to*

## EXECUTIVE ASSISTANT ~~TO MAYOR AND CITY COUNCIL~~ (continued)

- the appropriate department* ~~for Mayor and City Council Members;~~
- *Perform varied, responsible and confidential administrative duties;*
- ~~Answer or refer matters not requiring administrative or professional attention;~~
- Maintain calendar and appointment schedule, *and coordinate attendance at numerous board, committee, and commission meetings;* ~~for Mayor and City Council Members, as requested;~~
- Prepare original correspondence, reports, news releases, proclamations and commendations ~~for Mayor and City Council Members;~~
- ~~Coordinate Mayor and City Council Member attendance at numerous board, committee, and commission meetings;~~
- *Coordinate special and ongoing projects;*
- *Handle daily contact with high-level government officials and* ~~citizens~~ *residents;*
- *Handle confidential information regarding controversial issues;*
- Handle ~~all~~ travel arrangements ~~for Mayor and City Council Members;~~
- Prepare *or transcribe* finished copy from notes, typed copy, rough draft, oral instructions *self-composed letters and memos, and transcripts of minutes and reports* ~~or original letters or memoranda;~~
- ~~Review-Assemble, review, and analyze~~ materials ~~submitted for attention of Mayor and other City Council Members~~ to determine that all relevant data, files, signatures, and other required details are included;
- Screen incoming correspondence, follow up to ensure deadlines are met;
- Contact other agencies for information required for special reports or correspondence, handle confidential information regarding controversial matters;
- Establish and maintain office files and procedures;
- Prepare annual ~~City Council~~ operating budget and monitor use of funds;
- Track Council proclamations and awards received by the City of Santa Clara;
- *Supervise administrative support staff;*
- Order office supplies and capital outlay items; and
- Perform *other* related ~~work~~ *duties* as ~~required~~ *assigned*.

### *For City Attorney's Office:*

- *Interface with the municipal, superior, and Federal courts;*
- *Draft letters, memoranda, reports, pleadings, resolutions, and ordinances;*
- *Maintain the filing system and the law library, including organizing, ordering, cataloging and filing books, updates, supplements newsletters, bulletins, and seminar materials; and*
- *Process claims and act as liaison between the City's claims administrator and the City Attorney's Office.*

## KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of:

### *For all ~~Departments~~ Offices:*

- Basic organization and function of municipal government, including the role of an elected City Council and appointed boards and commissions; functions and role of City Manager, *City Attorney*, and City operations;
- Individual activities and issues with which the ~~Council department~~ *office* is involved;
- *Budgetary and financial record keeping methods;*

## EXECUTIVE ASSISTANT ~~TO MAYOR AND CITY COUNCIL~~ (continued)

- Office methods, procedures and machines, including filing systems, reception and telephone techniques and letter and report writing;
- Office safety practices, procedures and standards;
- Microsoft Office suite products, including Word, Excel, PowerPoint and Outlook; *and*
- ~~Correct English usage, spelling, punctuation, grammar and vocabulary; *and*~~
- ~~Budgetary and financial record keeping methods.~~

### *For City Attorney's Office:*

- *Current legal and general office methods;*
- *Fundamentals of the organization and maintenance of a law library; and*
- *Legal terminology, pleadings, briefs, ordinances, resolutions, documents and publications.*

### -Ability to:

#### *For all ~~Departments~~ Offices:*

- Perform difficult ~~clerical~~ *para-professional* work independently;
- Use tact and discretion in handling routine, complex, and confidential matters related to the City of Santa Clara's business;
- Effectively manage ~~the~~ calendars and appointment schedules ~~of the Mayor and City Council Members;~~
- Establish and maintain effective working relationships with those contacted in the course of work, including the general public;
- Prepare correspondence without review, employ good judgment and make sound decisions in light of established policies and procedures;
- ~~Understand and follow oral and written instructions;~~
- *Transcribe material with 90% accuracy;*
- *Type from clear copy at a net rate of not less than 25 words per minute on a computer keyboard;*
- Communicate effectively and clearly, both verbally and in writing;
- ~~Compose letters independently;~~
- ~~Effectively use word processing, spreadsheet, presentation and scheduling software (Microsoft Office) to complete job duties;~~
- ~~Deal effectively with a wide variety of personalities and situations requiring diplomacy, friendliness and poise, including individuals who may be upset;~~
- Supervise the work of administrative support staff-;
- ~~Recognize priorities and take appropriate action;~~
- Manage multiple priorities, organize workload, organize files, meet strict deadlines and work with many interruptions; and
- Walk or stand for extended periods of time and bend, stoop, crawl, climb, and lift as necessary to perform assigned duties.

### SUPERVISION RECEIVED

Works under the general direction of the ~~City Mayor and Council~~, City Manager, *City Attorney*, or designee.

### SUPERVISION EXERCISED

**EXECUTIVE ASSISTANT ~~TO MAYOR AND CITY COUNCIL~~** (continued)

May supervise administrative support staff as assigned by the City Manager.

**CONFLICT OF INTEREST**

Incumbents in this position are required to file a Conflict of Interest statement upon assuming office, annually, and upon leaving office, in accordance with City Manager's Directive 100.

**CITY OF SANTA CLARA, CALIFORNIA**  
**EXECUTIVE ASSISTANT**  
(Unclassified)  
(187)

**EDUCATION AND EXPERIENCE**

- Associate of Arts degree in office administration, business management or related field; and
- Six years of progressively responsible and varied administrative support and/or legal experience including supervisory responsibilities; and
- Public sector experience is preferred.

Desirable Qualifications:

For City Attorney's Office:

- Experience in law office procedures, including court calendaring, file system organization, library maintenance and familiarity; and
- Experience in work involving knowledge of legal terminology, forms, and procedures.

**DISTINGUISHING CHARACTERISTICS**

The Executive Assistant is distinguished from other classes in the administrative support series in that the incumbent provides responsible, confidential, administrative support services for the Mayor and City Council, City Manager, and City Attorney. The job involves working with individuals, activities and issues with which the Mayor and City Council, City Manager, and City Attorney are involved and requires daily contact with a cross-section of high level government, community, and public and private officials, as well as individual members of the community. The incumbent must be able to handle non-partisan confidential matters with a high level of judgment.

As a member of the City's unclassified service, this is an "at-will" position and the incumbent serves at the discretion of the City Manager or City Attorney. An incumbent in this position demonstrates strong ethical, professional, and service-oriented leadership and interpersonal skills, sets a good example, and correctly applies the tenets of the City's Code of Ethics and Values.

**TYPICAL DUTIES**

Duties may include, but are not limited to, the following:

Under general direction:

For all Offices:

- Receive and reply to mail, office visitors, telephone calls, and refer citizen complaints to the appropriate department ;
- Perform varied, responsible and confidential administrative duties;
- Maintain calendar and appointment schedule, and coordinate attendance at numerous board, committee, and commission meetings;

## **EXECUTIVE ASSISTANT (continued)**

- Prepare original correspondence, reports, news releases, proclamations and commendations;
- Coordinate special and ongoing projects;
- Handle daily contact with high-level government officials and residents;
- Handle confidential information regarding controversial issues;
- Handle travel arrangements;
- Prepare or transcribe finished copy from notes, typed copy, rough draft, oral instructions self-composed letters and memos, and transcripts of minutes and reports;
- Assemble, review, and analyze materials to determine that all relevant data, files, signatures, and other required details are included;
- Screen incoming correspondence, follow up to ensure deadlines are met;
- Contact other agencies for information required for special reports or correspondence, handle confidential information regarding controversial matters;
- Establish and maintain office files and procedures;
- Prepare annual operating budget and monitor use of funds;
- Track Council proclamations and awards received by the City of Santa Clara;
- Supervise administrative support staff;
- Order office supplies and capital outlay items; and
- Perform other related duties as assigned.

For City Attorney's Office:

- Interface with the municipal, superior, and Federal courts;
- Draft letters, memoranda, reports, pleadings, resolutions, and ordinances;
- Maintain the filing system and the law library, including organizing, ordering, cataloging and filing books, updates, supplements newsletters, bulletins, and seminar materials; and
- Process claims and act as liaison between the City's claims administrator and the City Attorney's Office.

## **KNOWLEDGE, SKILLS, & ABILITIES**

Knowledge of:

For all Offices:

- Basic organization and function of municipal government, including the role of an elected City Council and appointed boards and commissions; functions and role of City Manager, City Attorney, and City operations;
- Individual activities and issues with which the office is involved;
- Budgetary and financial record keeping methods;
- Office methods, procedures and machines, including filing systems, reception and telephone techniques and letter and report writing;
- Office safety practices, procedures and standards;
- Microsoft Office suite products, including Word, Excel, PowerPoint and Outlook; and
- Correct English usage, spelling, punctuation, grammar and vocabulary.

For City Attorney's Office:

- Current legal and general office methods;
- Fundamentals of the organization and maintenance of a law library; and
- Legal terminology, pleadings, briefs, ordinances, resolutions, documents and publications.

## **EXECUTIVE ASSISTANT (continued)**

Ability to:

For all Offices:

- Perform difficult para-professional work independently;
- Use tact and discretion in handling routine, complex, and confidential matters related to the City of Santa Clara's business;
- Effectively manage calendars and appointment schedules;
- Establish and maintain effective working relationships with those contacted in the course of work, including the general public;
- Prepare correspondence without review, employ good judgment and make sound decisions in light of established policies and procedures;
- Transcribe material with 90% accuracy;
- Type from clear copy at a net rate of not less than 25 words per minute on a computer keyboard;
- Communicate effectively and clearly, both verbally and in writing;
- Supervise the work of administrative support staff;
- Manage multiple priorities, organize workload, organize files, meet strict deadlines and work with many interruptions; and
- Walk or stand for extended periods of time and bend, stoop, crawl, climb, and lift as necessary to perform assigned duties.

### **SUPERVISION RECEIVED**

Works under the general direction of the City Manager, City Attorney, or designee.

### **SUPERVISION EXERCISED**

May supervise administrative support staff as assigned by the City Manager.

### **CONFLICT OF INTEREST**

Incumbents in this position are required to file a Conflict of Interest statement upon assuming office, annually, and upon leaving office, in accordance with City Manager's Directive 100.