

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.

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**EDUCATION AND EXPERIENCE**

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- 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**

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**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:

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- 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.

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### **SUPERVISION EXERCISED**

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