

EXECUTIVE ASSISTANT

DEFINITION

Under general direction, performs a variety of complex, highly responsible, sensitive, and confidential office and administrative support functions for the Fire Chief and Administration Division Chief; acts as the first point of contact for the Fire Chief and provides information to the public and staff requiring considerable knowledge of district services, policies, and procedures; schedules meetings and maintains calendars; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Fire Chief. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is the advanced-level classification in the administrative assistant series responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to perform assigned duties. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to complete assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS *(Illustrative Only)*

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations where appropriate so that qualified employees can perform the essential functions of the job.

- Ø Provides a wide variety of clerical and administrative support to the Fire Chief, Administration Division Chief, and Board of Directors; serves as the primary point of contact for internal and external constituencies on all matters pertaining to the executive office; resolves concerns and complaints in a timely manner and follows up with staff as necessary for detailed information.
- Ø Maintains and updates the Fire Chief's daily calendars including managing incoming and outgoing phone calls, scheduling meetings, and drafting correspondence; reads and analyzes incoming memos, correspondence, and submissions and distributes as needed; ensures Fire Chief's schedule is followed and respected.
- Ø Maintains and ensures appropriate follow-up of confidential and sensitive information and files regarding management projects, policy, and personnel.
- Ø Gathers, compiles, and analyzes data for a variety of administrative, fiscal, and policy matters; prepares and presents reports, memos, letters, spreadsheets, and presentations and makes recommendations; maintains related files and databases.
- Ø Assists in the implementation and follow-up on Board decisions and requests as directed by the Fire Chief; schedules meetings, prepares agendas; may take minutes of staff, committee, and other meetings
- Ø Ensures materials and reports for signature are accurate and complete; proofreads and checks materials for accuracy, completeness, and compliance with District standards, policies, and procedures.
- Ø Arranges travel, accommodations, transportation, and meeting planning as necessary for the Fire Chief and Board of Directors as applicable and submits requests for reimbursement; arranges meeting venues, catering, equipment, and communication equipment as appropriate.
- Ø Organizes, archives, copies, maintains, and retrieves records, documents, reports, and files.

- Ø Conducts studies and research projects by selecting, adapting, and applying appropriate analytical, research, and statistical techniques; evaluates alternatives and makes recommendations; prepares comprehensive technical records and reports.
- Ø Manages office equipment and supply inventory and ordering.
- Ø Observes and complies with District and mandated safety rules, regulations, and protocols.
- Ø Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Ø District services, organization, rules, policies, and procedures.
- Ø Techniques of effective public relations.
- Ø Office administrative and management practices and procedures.
- Ø Business letter writing and the standard format for reports and correspondence.
- Ø Principles and techniques of conducting analytical studies, evaluating alternatives, making sound recommendations, and preparing and presenting effective and technical reports.
- Ø Principles, practices, and procedures related to public agency record keeping including the legal requirements for recording, retention, and disclosure.
- Ø Travel and event coordination including scheduling, travel arrangements, venue coordination, and associated expense reporting.
- Ø District and mandated safety rules, regulations, and protocols.
- Ø Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- Ø Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.
- Ø The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

Ability to:

- Ø Maintain confidentiality and discretion in handling and processing confidential information and data.
- Ø Perform advanced and complex executive administrative support work accurately, including managing multiple executive calendars.
- Ø Determine the priority of matters of attention for the Fire Chief, and may redirect matters to staff or handle matters, as appropriate.
- Ø Effectively plan and conduct assigned administrative, budgeting, fiscal reporting, programmatic, and project activities.
- Ø Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Ø Prepare, review, and present reports and other correspondence and communications in a clear and concise manner.
- Ø Take direction and work as part of a team.
- Ø Perform arithmetic, financial, and statistical computations accurately.
- Ø Establish and maintain accurate databases, records, and files.
- Ø Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Ø Effectively represent the District in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Ø Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.

- Ø Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Ø Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Ø Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Ø Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Ø Associates degree or higher is preferred; however, an equivalent combination of applicable training and experience may be substituted for education requirement.

Experience:

- Ø Five (5) years of varied administrative experience reporting directly to upper management.
- Ø Three (3) years of administrative experience in a governmental agency.

Licenses and Certifications:

- Ø Possession of a valid California Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

DISASTER SERVICE WORKER

In accordance with California Government Code Section 3100, District employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State. Employees may be required to utilize any special training, certifications and/or licensures which are needed to assist in the disaster but will not be required to perform any duty or function in which they have no knowledge or have not received adequate training to complete.

WORKING CONDITIONS

District employees are expected to work overtime, weekends, evenings, and holidays as required to accommodate the District needs, in addition to responding as a Disaster Services Emergency Worker.

PERSONAL PROTECTIVE EQUIPMENT

If required, employees in this classification must wear and use the proper Personal Protective Equipment (PPE) and be able to perform work while wearing PPE.