

## EXECUTIVE ASSISTANT TO CITY MANAGER

### General Statement of Duties

Performs clerical and administrative support tasks for the City Manager and Council, including supporting the Manager's role of City Clerk.

### Distinguishing Features of the Class

An employee in this class serves as the primary clerical and administrative support assistant to the City Manager and assists the City Manager in carrying out program activities by performing a variety of administrative and technical functions. This employee may also serve as the administrative liaison with operating line and staff departments. The employee also performs public contact and administrative office management duties to relieve the manager of operational detail. Work includes composing reports and correspondence; screening and independently handling a variety of inquiries by telephone and in person; serving as a public information specialist working with the IT department on the City Channel, City website, and social media; setting up for meetings and providing refreshments; and maintaining a variety of records and files. The employee also provides support to the Manager in support of City Clerk responsibilities, such as attending meetings and taking official minutes; filing and assuring safekeeping of records of Council proceedings and actions in accordance with general statutes and local ordinances; researching minutes and ordinances for members of the public; and scanning or copying materials to provide electronic versions of Council agendas.

Work requires considerable initiative, independent judgment, tact, courtesy, and firmness in dealing with the public. Work also requires discretion in completing routine work assignments, ensuring management is apprised of current information, and communicating management needs with other departments and the public. Work is distinguished from other administrative support roles by the type and complexity of work assignments, independence of action, degree of interaction with elected officials and sensitivity of issues encountered.

Work is performed in accordance with North Carolina General Statutes, City ordinances, codes, and policies, and standard office procedures. The employee works under the supervision of the City Manager, with review of minutes written reviewed by the City Council. Work is reviewed through observation, review of records and files maintained as to their completeness and accuracy, and by conferences.

### Duties and Responsibilities

#### Essential Duties and Tasks

Assists the City Manager with City Clerk responsibilities and serves as custodian of public records including ordinances, resolutions, contracts, agreements, and minute books; maintains up to date charter and ordinances; coordinates codifications of ordinances; stores and preserves historic records; provides public access and researches some public questions about actions.

Answers telephone and provides municipal information on City services or refers to appropriate person; assists citizens with general requests and work orders and visitors with City information; provides limited interpretation of policies, rules, and regulations in response to inquiries; provides public information to other government agencies or businesses as required.

Makes appointments for meetings with the Manager and sets up meetings and conferences.

Attends all Council meetings to take and transcribe minutes; maintains minute books, resolutions and ordinances; assists citizens, media and city employees with record requests and searches.

Scans documents and compiles into order to develop agenda and back-up materials for Council meetings.

Represents City on committees and at events as assigned.

Coordinates City Open House.

Serves as City staff representative to City Tree Board.

Maintains records of boards and commissions members; alerts city liaison to boards and commissions when terms are nearing expiration.

Collects, interprets, and files data for records; produces routine or special reports as required; reviews and verifies records and reports for correct information; processes documents based on review and verification; files and retrieves materials and performs periodic follow-up activities; researches common or technical issues required for projects and special assignments.

Notarizes documents for City.

Assists with presentation preparation for the executive staff utilizing a variety of software programs including MS Word, Publisher and PowerPoint.

Operates standard word processing, printing, and related computer equipment.

Screens and routes materials according to content of communications.

Makes travel arrangements for the City Manager and elected officials.

Maintains cemetery records and handles administrative tasks of selling mausoleum vaults and columbarium niches.

Maintains City social media accounts in accordance with City policy; assists with updating City website and providing information for the City Channel; assists in developing, writing, and distributing news releases, public service announcements, brochures, posters and fliers and communicating through social media.

Performs related tasks as required.

#### Additional Job Duties

Provide back-up in absence of Administrative Assistant to pick up mail and sort for departments.

Performs related duties as required.

### Recruitment and Selection Guidelines

#### Knowledges, Skills, and Abilities

Thorough knowledge of standard modern office administrative practices and procedures.

Thorough knowledge of English, vocabulary, grammar, spelling, punctuation and math.

Considerable knowledge of office technology, related information technology, and of the operation of computers, printers, and other office-based equipment.

Knowledge of effective public relations principles to communicate with the public.

Ability to proof-read documents and create rough drafts of memos and reports.

Ability to meet and greet the public and display a professional image on behalf of the City.

Ability to establish and maintain effective working relationships with other employees, the public, and public officials.

Ability to communicate effectively in oral and written forms and follow and apply oral and written instructions.

Ability to acquire and apply knowledge of the municipal policies, procedures and services; ability to interpret municipal policies.

Ability to obtain working knowledge of North Carolina General Statutes and of local ordinances governing the responsibilities of City Clerks.

Ability to type, to take notes of the proceedings of official meetings and to prepare accurate minutes reflecting the actions taken.

Ability to work independently and exercise sound judgment in making decisions in conformance with laws, regulations, and policies without supervision.

Ability to maintain confidentiality on assignments with regard to information of the Manager's Office.

Physical Requirements

This work is primarily sedentary requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects. It is possible to rarely need to exert 20 pounds of force to move objects. Work requires manual dexterity such as reaching, walking, fingering, grasping, and repetitive motions including operating a computer keyboard and other standard office equipment. Vocal communication is required to respond to inquiries, express or exchange information. Hearing is required to perceive information at normal spoken word levels either in person or over the phone. Visual acuity is required to do extensive reading, prepare and analyze written or computer data, operation of machines, determine the accuracy and thoroughness of work, and observe general surroundings and activities.

Working Conditions

Work is performed in an office with a controlled environment without exposure to harmful conditions. Position is subject to meetings outside the normal 8-hour day environment and may include travel to facilities, working after hours and on weekends.

Desirable Education and Experience

Graduation from high school or GED; an Associate's degree in business administration or other field related to the nature of the work performed is desired; Prefer courses in general office procedures and recordkeeping, and one (1) to four (4) years of experience in office management work preferably including some experience in the safekeeping and care of public records and/or high level administrative assistant duties; or an equivalent combination of education and experience.

Special Requirements

Valid North Carolina driver's license.  
Notary Public.