

SENIOR ADMINISTRATIVE SUPPORT ASSISTANT TO THE CITY MANAGER

JOB DESCRIPTION

Classification Responsibilities: A Senior Administrative Support Assistant to the City Manager performs highly responsible, complex, non-routine, and often confidential administrative support work for the City Manager's Office. A Senior Administrative Support Assistant to the City Manager is characterized by responsibility for a variety of administrative activities to be met with minimal supervision including: scheduling appointments and meetings for Assistant City Manager(s) or Deputy City Manager(s); assisting with the preparation of agendas and compiling support materials for City Council meetings, study sessions, and committee meetings; scheduling the City Council Chambers; keeping up-to-date on current issues being considered by the Mayor and City Council in order to handle contacts with public; and directing inquiries to appropriate staff members. Responsibilities include: providing information to the public in order to communicate City policies and procedures; using a variety of personal computer (PC) software (example: word processing, data management, spreadsheet, desktop publishing, etc.) to produce documents in support of the City Manager's Office functions; proofing and editing work, checking forms and other materials for accuracy and completeness; and creating and maintaining database systems. Other duties may include: coordinating travel and processing related expense forms; entering payroll information into a PC; and coding and processing personnel forms, Invoices for Payment (IFPs), and Limited Purchase Orders (LPOs). This class may also: instruct staff regarding work procedures, assignments, and standards; monitor work in progress; document decisions of advisory or policy board meetings; and prepare and distribute information, agendas, packets, and other materials. Employees in this class must be committed to teamwork, have a shared commitment to quality of everyday work, and demonstrate the willingness to assume ownership in completion of tasks. This class performs related duties as required.

Assistant City Manager Administrative Support Assignment: Works under the general direction of an Assistant City Manager (ACM) and is responsible for scheduling meetings for the ACMs and Deputy City Managers on an as needed basis. Answers the City Manager's phone line tactfully and courteously involving citizens making complaints or requesting service, providing information, and resolving and/or referring problems or complaints to the appropriate individual, department, or agency; manages and coordinates Council Chambers annual calendar along with all reservations; orders office supplies and photocopier toner; serves as department tuition representative and the departments main contact/liaison with facility maintenance for Mesa City Plaza; and backs up the department's Department of Innovation and Technology (DoIT) liaison. Duties may include supervising clerical personnel. In addition, this position is the primary backup to the Executive Assistant to the City Manager and provides administrative support for the City Manager's Office as needed, including front desk coverage.

Distinguishing Features: This class is distinguished from the Administrative Support Assistant III class by the responsibility for work requiring the utmost confidentiality in support of a Deputy City Manager(s) and/or Assistant City Manager(s); and the administrative responsibilities in support of the City Manager during the Executive Assistant's absence. The Senior Administrative Support Assistant to the City Manager reports to an Assistant City Manager, who reviews work through conferences and overall results achieved. This class is FLSA exempt-administrative.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from high school or GED. Extensive (5+ years) experience in a progressively responsible administrative support capacity including: extensive (5+ years) office management experience, proficiency with word processing software applications, and experience and/or training in additional computer software applications (example: database management, spreadsheet, desktop publishing, etc.). Demonstrated proficiency in transcribing dictation from tape. Designation as a Certified Professional Secretary or a Certified Administrative Professional by the International Association of Administrative Professionals (IAAP) is an acceptable substitute for all other education and experience.

Special Requirement. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Advanced secretarial training and education are highly desirable.

ESSENTIAL FUNCTIONS

One position may not include all of the essential functions, knowledge and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification.

Communication: Communicates with the general public, other City employees, management, and public officials in order to perform secretarial, accounting, and administrative office duties in support of the City Manager's Office. Deals tactfully and courteously with the public, including citizens making complaints or requesting service, providing necessary information, and referring problems or complaints to the appropriate individual department or agency. Trains personnel in work procedures. Explains policies, rules, and regulations to employees.

Manual/Physical: Operates a variety of standard office equipment. Enters data or information into a PC. Types or keys a variety of documents from clear copy or rough draft requiring independent judgment in handling problems of format, procedure, and context. Maintains an appointment calendar for an Assistant City Manager and/or Deputy City Manager. Prepares agendas; arranges, coordinates, and attends meetings; and takes, transcribes, and distributes minutes of meetings. Prepares and distributes agenda packets for regular City Council meetings, special City Council meetings, policy and study sessions, City Council committee meetings, mid-management meetings, expenditure review meetings, and budget review meetings. Schedules meeting rooms at the Council Chambers. Reviews incoming correspondence, preparing effective responses on matters for which authority has been delegated. Assembles and reviews files or records; updates and prepares material for action; and makes final distribution of information, files, or records. Maintains complex clerical records, gathers data and

other information, and prepares periodic and special reports. Meets scheduling and attendance requirements. Participates in the selection of applicants for hire, including application review and interviewing. Reviews the work of subordinate personnel to ensure compliance with standard operating procedures

Mental: Plans, assigns, and evaluates the work of administrative support and/or paraprofessional staff engaged in performing a variety of routine, skilled, and specialized tasks. Checks records and documents for clerical and mathematical accuracy and completeness, and processes for further action (example: payroll/timekeeping, purchasing of office supplies and equipment, LPOs, IFPs, billings, etc.). Prioritizes own work. Coordinates work activities with other City departments. Interprets rules, regulations, and policies and makes decisions in accordance with them.

Knowledge and Abilities:

Knowledge of:

business English, spelling, math, bookkeeping, or accounting;
modern office practices, procedures, and equipment;
municipal organization and functions;
purchasing procedures;
City rules, regulations, policies, and procedures; and
PC software applications.

Ability to:

take minutes of meetings;
act independently to implement policies of supervisor;
maintain confidentiality and security of records and information;
perform routine office management details without referral to supervisor;
plan, organize, assign, and review the work of a support and/or paraprofessional staff;
explain policies, rules, and regulations to employees; and
establish and maintain effective working relationships with other City employees and the general public.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 7/25

CLP/js/ah

CS4717

EEO-A/S

JOB FCTN-OFF

Non-DOT Safety and Security-N

CDL-N

RESP-N

PAY GRADE: 51

IND-8810

SWORN-No

Non-DOT Random-N

DOT-N

INCREMENTS 071-200