



**JULY 2012**  
**FLSA: NON-EXEMPT**

## **EXECUTIVE ASSISTANT**

*This class specification indicates, in general terms, the type and level of work performed as well as the responsibilities of employees in this classification. The job functions described are not to be interpreted as being all-inclusive to any specific employee.*

### **DEFINITION**

Under direction, independently plans and coordinates administrative support functions and services for assigned large, multi-functional department; performs a wide variety of responsible, confidential, and complex administrative, technical, programmatic, and secretarial duties to relieve assigned executive staff of technical, as well as general administrative details; participates in the development, implementation, and administration of administrative policies, procedures, and programs; prepares a variety of fiscal, administrative, and operational reports; serves as a liaison with District departments, other District staff, outside agencies, and the general public.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from assigned Executive. May exercise technical and functional direction over and provides training to less experienced administrative support staff.

### **CLASS CHARACTERISTICS**

Incumbents perform a wide variety of confidential, technical, complex, and administrative support work for an assigned large, multi-functional department consisting of related management, professional, and supervisory staff. Responsible for administrative, budgetary, and office management operations. The work requires the interpretation and application of policies, procedures, and regulations and involves frequent contact with the public, as well as performing various research and budgetary support functions. This class is distinguished from other office administrative classes in that the nature, scope, and diversity of responsibilities originating at this level requires a comprehensive and broad understanding of District functions and operations with the intent of relieving the executive of day-to-day office administrative and coordinative duties.

### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS**

The following essential job functions are typical for this classification. Incumbents may not perform all of the listed job functions and/or may be required to perform additional or different job functions from those set forth below to address business needs and changing business practices.

- Serve in the capacity of a confidential executive assistant for a large, multi-functional department, independently planning and coordinating administrative support functions and services.
- Perform a wide variety of confidential and complex administrative, technical, programmatic, and secretarial duties for assigned executive as well as other departmental and management staff; relieve staff of technical as well as general administrative work including investigating and answering complaints and providing assistance in resolving operational and administration problems. Recommend and develop solutions to improve workflow and business efficiency within the department.

- Conduct research, prepare, revise, and implement various administrative policies, procedures, rules, and regulations in accordance with sound organizational practices; develop and revise office forms and report formats; establish procedural manual for clerical support services for assigned areas with OCSD Clerical Guidelines.
- Serve as primary contact and liaison for assigned functions and programs with other District departments and staff, the general public, and outside agencies and organizations; negotiate and resolve sensitive and controversial issues; explain, justify, and defend programs, policies, and activities.
- Collect, compile, and analyze information from various sources on a variety of specialized topics related to programs administered by the position or by management staff; write reports that present and interpret data, identify alternatives, and make and justify recommendations.
- Prepare and type Board of Directors and Standing Committee related documents including agenda reports, resolutions, agreements, and staff reports; prepare and type comments related to agenda items.
- As assigned, arrange and coordinate meetings for boards and committees; attend meetings and take, transcribe, and assure proper distribution of minutes.
- Direct and participate in the maintenance of a calendar of activities, meetings, and various events for assigned staff; coordinate activities with other District departments, the public, and outside agencies; direct and participate in coordinating and processing staff travel arrangements.
- Screen calls, visitors, and mail; provide information and assistance including responding to sensitive requests for information and assistance; research information related to District regulations and departmental policies; assist the public and other District staff in interpreting and applying District policies, procedures, codes, and ordinances.
- Assist in coordinating, developing, and monitoring the assigned budget; compile annual budget requests; prepare revenue projections; recommend expenditure requests for designated accounts; monitor approved budget accounts including developing financial reports.
- Develop, complete, and proofread a wide variety of reports, letters, memoranda, correspondence, and statistical charts; type from rough draft, verbal instruction, or transcribing machine; independently compose correspondence and reports related to assigned area of responsibility.
- Verify and review materials, applications, records, and reports for completeness and conformance with established regulations and procedures; apply applicable policies and procedures in determining completeness of applications, records, and reports; provide information and forms to the public; collect and process appropriate information.
- Initiate, organize, maintain, and control access to complex filing systems and records including highly sensitive files; ensure that all records and the required retention information is included in the records retention schedule; coordinate the review of records maintained in the office to determine which are active and which are inactive; retain or destroy records accordingly; ensure compliance with records management policies and procedures.
- Operate a variety of office equipment to include computers, copiers, and telephone systems; utilize various computer applications and software packages; enter data, maintain, and generate reports from a database or network system; create documents using Microsoft Office Suite of software.
- Maintain and order office supplies; prepare purchase orders; receive invoices and check for accuracy; process payments.
- Perform related duties as required.

## **QUALIFICATIONS**

### **Knowledge of:**

- Operational characteristics, services, and activities of assigned functions, programs, and operations.
- Organization and function of public agencies, including the role of the Board of Directors, elected Boards, appointed boards, and commissions.

- Principles and practices of program development and administration.
- Work organization and office management principles and practices.
- Modern office procedures, methods, and equipment including computers.
- Computer applications such as Microsoft Office Suite software, spreadsheets, and statistical databases.
- Processes, procedures, and practices of budget preparation and administration.
- Principles and practices of fiscal, statistical, and administrative research and report preparation.
- Principles of business letter and report writing.
- Methods and techniques of public relations and customer service.
- Methods and techniques of proper phone etiquette.
- Principles and procedures of record keeping.
- Principles and practices used in establishing and maintaining files and information retrieval systems.
- Basic bookkeeping practices.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Applicable Federal, State, and local laws, regulations, ordinances, and procedures relevant to assigned area of responsibility.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

**Ability to:**

- Perform responsible and difficult administrative and secretarial support duties involving the use of independent judgment and personal initiative and resourcefulness.
- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret and apply administrative and departmental policies and procedures as well as pertinent laws, regulations, and ordinances.
- Participate in the preparation and administration of assigned budgets.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Research, compile, analyze, and interpret data.
- Independently prepare a variety of administrative and financial reports, correspondence and memoranda.
- Implement and maintain filing systems.
- Type at a speed necessary for successful job performance.
- Take and transcribe dictation, if required by the position, at a speed necessary for successful job performance.
- Understand and use computer applications such as Microsoft Office Suite of software in the development of various presentation materials to include PowerPoint, spreadsheets, and statistical databases.
- Work independently in the absence of supervision.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Plan and organize work to meet changing priorities and deadlines.
- Work cooperatively with other departments, District officials, and outside agencies.
- Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish a team environment among the department's clerical and administrative support staff and provide mentoring as needed.

- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Employment Standards:**

Any combination of education and experience that provides the required knowledge, skills, and abilities may be qualifying as determined by OCSD.

1. High school diploma or equivalent supplemented by college level course work in business administration, public administration, or a related field; AND
2. Five (5) years of increasingly responsible administrative, secretarial, and clerical experience including three (3) years in an administrative capacity in a large department, organizational unit, or a complex technical function.

**Licenses and Certifications:**

- Possession of a valid California class C driver's license.

**Disaster Service Workers:**

All Orange County Sanitation District employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with the Orange County Sanitation District requires the affirmation of a loyalty oath to this effect. Employees are required to complete all related training as assigned, and to return to work as ordered in the event of an emergency.

**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, typewriter 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 25 pounds.

**ENVIRONMENTAL ELEMENTS**

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.