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 direct or general supervision or direction, independently performs a variety of advanced and specialized administrative support tasks and/or 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 and management 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 direct or general supervision or direction from the assigned supervisory and/or managerial staff. Exercises no direct supervision of staff. May exercise technical and functional direction over and provide training to less experienced administrative support staff.

CLASS CHARACTERISTICS

This classification is the fourth of five (5) levels within the administrative support job series. 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. Incumbents are responsible for administrative and budgetary support, and office management functions. 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.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

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.

➢ Serves in the capacity of a confidential administrative support specialist for a large, multi-functional department, independently planning and coordinating administrative support functions and/or services Ensures established safety precautions are adhered to, corrects unsafe work conditions/practices, and/or reports unsafe work conditions/practices to assigned supervisory or managerial staff.
➢ Performs a wide variety of confidential and complex administrative, technical, programmatic, and secretarial duties for assigned executive as well as other departmental and management staff; relieves staff of technical as well as general administrative work, including investigating and answering complaints and providing assistance in resolving operational and administration problems.
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Recommends and develops solutions to improve workflow and business efficiency within the department.

➢ Conducts research, prepares, revises and implements various administrative policies, procedures, rules and regulations in accordance with sound organizational practices; develops and revises office forms and report formats; establishes procedural manual for clerical support services for assigned areas with OCSD Clerical Guidelines.

➢ Serves as primary contact and liaison for assigned functions and programs with other District departments and staff, the general public, and outside agencies and organizations; negotiates and resolves sensitive and controversial issues; explains, justifies, and defends programs, policies, and activities.

➢ Collects, compiles and analyzes information from various sources on a variety of specialized topics related to programs administered by the position or by management staff; writes reports that present and interpret data, identifies alternatives, and makes and justifies recommendations.

➢ Prepares and types Board of Directors and Standing Committee related documents including agenda reports, resolutions, agreements and staff reports; prepares and types comments related to agenda items.

➢ Arranges and coordinates meetings for boards and committees; attends meetings and takes, transcribes and assures proper distribution of minutes.

➢ Directs and participates in the maintenance of a calendar of activities, meetings, and various events for assigned staff; coordinates activities with other District departments, the public, and outside agencies; directs and participates in coordinating and processing staff travel arrangements.

➢ Screens calls, visitors, and mail; provides information and assistance including responding to sensitive requests for information and assistance; researches information related to District regulations and departmental policies; assists the public and other District staff in interpreting and applying District policies, procedures, codes, and ordinances.

➢ Assists in coordinating, developing and monitoring the assigned budget; compiles annual budget requests; prepares revenue projections; recommends expenditure requests for designated accounts; monitors approved budget accounts including developing financial reports.

➢ Develops, completes and proofreads a wide variety of reports, letters, memoranda, correspondence, and statistical charts; types from rough draft, verbal instruction or transcribing machine; independently composes correspondence and reports related to assigned area of responsibility.

➢ Verifies and reviews materials, applications, records, and reports for completeness and conformance with established regulations and procedures; applies applicable policies and procedures in determining completeness of applications, records, and reports; provides information and forms to the public; collects and processes appropriate information.

➢ Initiates, organizes, maintains and controls access to complex filing systems and records including highly sensitive files; ensures that all records and the required retention information is included in the records retention schedule; coordinates the review of records maintained in the office to determine which are active and which are inactive; retains or destroys records accordingly; ensures compliance with records management policies and procedures.

➢ Operates a variety of office equipment including computers, copiers and telephone systems; utilizes various computer applications and software packages; enters data, maintains, and generates reports from a database or network system; creates documents using Microsoft Office Suite of software.

➢ Maintains and orders office supplies; prepares purchase orders; receives invoices and checks for accuracy; processes payments.

➢ Performs related duties as assigned.
QUALIFICATIONS

Knowledge of:
➢ Operational characteristics, services, and activities of assigned functions, programs, and operations.
➢ Organization and function of public agencies, including the role of a Board of Directors and related committees.
➢ Principles and techniques of providing administrative support to management, programs and organizational units.
➢ Work organization and office management principles and practices.
➢ Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet applications.
➢ Computer applications such as Microsoft Office Suite software, spreadsheets, and statistical databases.
➢ Processes, procedures, and practices of budget monitoring, preparation and administration.
➢ Principles and practices of basic research, data compilation 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 and basic records management techniques.
➢ Principles and practices used in establishing and maintaining files and information retrieval systems.
➢ Basic bookkeeping practices.
➢ Business arithmetic.
➢ Principles and practices of time management including organizing own work, setting priorities, and meeting critical time deadlines.
➢ District policies and procedures.
➢ Applicable Federal, State, and local laws, regulations, ordinances, and procedures relevant to assigned area of responsibility.
➢ English usage, grammar, spelling, vocabulary, and punctuation.
➢ Principles and practices of customer service and techniques for effectively communicating 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, monitoring and administration of assigned budgets.
➢ Research and compile 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 and/or meeting minutes, if required by the position, at a speed and accuracy 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.
➢ Adhere to safe work practices and procedures in the workplace.
➢ 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.
➢ Establish a team environment among the department’s clerical and administrative support staff and provide mentoring as needed.
➢ Effectively communicate in person, over the telephone and in writing.
➢ 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 G.E.D., supplemented by specialized training or coursework in secretarial, clerical and administrative work, or a related field; AND
2. Five (5) years of administrative, secretarial, and clerical work experience including three (3) years in an administrative capacity in a large department, organizational unit, or a complex technical function.

Licenses and/or Certifications:
➢ None.

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 10 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.