



EXECUTIVE ASSISTANT

DEFINITION

Under direction, performs varied, complex, and confidential technical, administrative, and secretarial support duties in support of the Fire Chief or Police Chief, which includes handling confidential information and materials; coordinates and participates in assigned programs, projects, and services; has frequent contact with other City departments, divisions, and outside agencies; works with the public to resolve issues and concerns; provides information or directs questions and requests to the appropriate staff; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Fire Chief or Police Chief. Exercises no supervision over staff. May exercise technical and functional direction over and provide training to lower-level staff.

CLASS CHARACTERISTICS

This is an advanced-level administrative and secretarial classification. Incumbents work under direction and exercise a high level of tact, discretion, and independent judgment in performing a wide variety of specialized technical and administrative support work for the Fire Chief or Police Chief. Positions are involved with diverse contacts in which the purpose and nature of the contacts vary. Incumbents ensure efficient service provision; interpret and apply policies, procedures, and regulations; have frequent contact with the public; and perform various research and budgetary support functions. In addition, the positions maintain confidentiality of varying sensitive information given the exposure to department-wide information and contacts.

ESSENTIAL DUTIES

Duties may include, but are not limited to the following:

- Provides administrative support to the Fire Chief or Police Chief in the daily management of operations; schedules and/or coordinates meetings, seminars, conferences, and training sessions for department staff; acts as a meeting secretary, including preparing agendas and informational packets, setting up meeting and training rooms, and taking and transcribing minutes for assigned boards, committees, and commissions; prepares complex departmental agenda items and packets for the City Council or other commission meetings.
- Receives and screens calls, visitors, and incoming emails; provides information and resolves complaints by phone, in person, or by email; provides interpretation of department policies and procedures, and applies regulations, policies, procedures, systems, rules, and precedents according to existing guidelines; refers callers to the appropriate staff; coordinates or resolves problems of a moderate nature, when appropriate.
- Relieves the Fire Chief or Police Chief of a variety of administrative details by assisting with duties of a specialized, sensitive, and confidential nature, including internal investigations; initiates correspondence independently for signature by the Fire Chief or Police Chief.

- Recommends organizational or procedural changes affecting administrative and office support activities; improvements in work flow and use of equipment and forms; and changes in programs, policies, or procedures to improve efficiency and cost-effectiveness of operations.
- Researches, collects, compiles, and organizes material for review and analysis.
- Composes, types, edits, and proofreads routine to complex documents, including agendas; forms; memos; media/social media/public relations postings; and administrative, statistical, and financial data; prepares and assembles special reports, manuals, articles, contracts, agreements, announcements, and other informational material; reviews finished material for completeness, accuracy, formatting, compliance with policies and procedures, and appropriate English usage.
- Prepares a variety of routine to complex documents and correspondence from rough draft, dictation equipment, handwritten copy, or verbal instruction.
- Provides administrative support in developing and monitoring department budgets, including processing expense claims, invoices, and purchase orders.
- Communicates with officials and staff of other departments and agencies to obtain and relay information and to coordinate activities.
- Develops, organizes, coordinates, maintains, and updates departmental record systems; enters and updates information with departmental activity, files, and report summaries; retrieves information from systems as required; develops, implements, and maintains file, index, and tracking systems.
- May plan, organize, or review the work of lower-level staff to ensure goals are met; may assign work according to changes in workload priorities; may provide training and guidance to staff.
- Monitors assigned areas of responsibility to ensure compliance with laws, rules, regulations, memoranda of understanding, Police Officer and Firefighter Bill of Rights, as well as department guidelines, policies, and procedures.
- Assists in a variety of departmental, divisional, and program operations; plans, coordinates, oversees, monitors, and participates in special projects, assignments, staff, and/or community events, and other activities as assigned.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, and procedures of advanced business administration.
- City and department programs, goals, policies, and procedures of the assigned department.
- The organization and function of public agencies.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles and practices of data collection and report preparation.
- Business letter writing and the standard format for reports and correspondence.
- Recordkeeping principles and procedures.

- Basic principles and practices of public agency budget administration.
- Business arithmetic, financial, and statistical techniques.
- Methods of preparing and processing various records, reports, forms, and other documents particular to assigned department or program.
- Principles of providing functional direction and training.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and programs, projects, and task coordination.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Perform difficult and complex administrative work involving the use of considerable independent judgment.
- Maintain confidentiality and be discreet in handling and processing confidential information and data.
- Assess information, understand political considerations, and use good judgment to ascertain when data or requests are of high priority or have political implications.
- Research, analyze, and summarize data and prepare accurate and logical written reports; recommend new service delivery methods and techniques.
- Understand, interpret, explain, and apply all pertinent laws, codes, regulations, policies, procedures, and standards relevant to work performed.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Make accurate mathematical, financial, and statistical computations.
- Establish and maintain a variety of filing, recordkeeping, and tracking systems.
- Display thoroughness, accuracy, and attention to detail necessary to create deliverables consistent with department standards.
- Review situations accurately and determine appropriate courses of action, using judgment according to established policies and procedures.
- Effectively provide work direction.
- Effectively represent the department and the City in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, schedule and coordinate projects, meet critical deadlines, and follow-up on assignments.
- Actively listen to complaints and use layperson language to explain the department's processes, procedures, and standards.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.

- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work

Education and Experience

Equivalent to graduation from high school;

AND

Five (5) years of full-time secretarial or administrative experience providing direct support to executive-level management or similar position.

Licenses and Certifications

- Possession of, or ability to obtain and maintain, a valid California Class C Driver License and a satisfactory driving record is required. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; the ability to operate a motor vehicle and to visit various City sites and attend off-site meetings; vision to read printed material and a computer screen; hearing and speech to communicate in person, before groups, and over the telephone; finger dexterity to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator, and to operate standard office equipment; ability to bend, stoop, kneel, reach, and push and pull drawers open and closed to retrieve and file information; and occasionally lift and carry computer and other equipment, reports, and records that typically weigh less than 20 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

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 individuals in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Incumbents must pass a thorough background investigation.

Emergency Service Workers: All City of Rocklin employees are designated as Emergency Service Workers during a proclaimed emergency and may be required to perform certain emergency services at the direction of the department and/or City.

This class specification should not be construed to imply that these requirements are the exclusive standards of each position as not all duties are necessarily performed by each incumbent.

Adopted	October 2021
Revised	
FLSA	Non-Exempt
Salary Schedule	Confidential/Range 24