

CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: Executive Assistant

DEPARTMENT: Executive

E-PLAN
SG:E2-3
CS:N
FLSA:N
EEO4CODE:AS

JOB SUMMARY:

Responsible for supporting and assisting the Mayor by performing the executive secretary and office management functions of the Mayor's office. Assists the Mayor on a variety of issues including researching and responding to questions from citizens regarding City projects, plans and initiatives of the Mayor's office. Responsibilities include acting as liaison with local, state and federal agencies as well as fostering close working relationships with the Deputy Administrator, Executive staff, City Council, department heads and staff, various community leaders in schools, businesses and public agencies, and media representatives. Work requires a high degree of confidentiality and discretion in a publicly sensitive environment.

SUPERVISORY RELATIONSHIP:

Reports directly to the Mayor. Serves as part of the City's executive management team. May supervise Executive support staff and delegate assignments to accomplish work of the Executive Office. Works independently and establishes office procedures and work routines under the guidance of the Mayor, Deputy Administrator and City policies and procedures.

ESSENTIAL FUNCTIONS OF THE JOB:

1. **Mayoral Administrative Support:** Provides administrative support to the Mayor and Executive Office, either directly, or through delegation to assigned staff.
2. **Scheduling and Travel:** Schedules Mayor's appointments, meetings and appearances, maintaining a disciplined, organized schedule. Arranges Mayor's travel itinerary and reservations, processes documents for advance travel money and reimbursement of business expenses. Schedules appointments and handles travel arrangements for other members of the Executive staff as assigned.
3. **Customer Service:** Receives and responds to a variety of inquiries, concerns and complaints from citizens and individuals with a business interest in the City. Screens and refers calls, letters, and email as appropriate. Assists in the resolution of problems and concerns through explanation of City or departmental practices and policies. Researches issues for the public and for the Mayor. Prepares responses to correspondence. Prepares drafts of proclamations and other documents issued by the Mayor as needed.
4. **Communications:** As a representative of the Executive Office, interacts with the public using courtesy, tact, and discretion at all times. Maintains effective communications with the City Council and City staff, providing assistance as appropriate in matters needing the attention of the Mayor or Deputy Administrator. Routes or otherwise handles press inquiries to the Communications Director according to protocol. Maintains a good working relationship with members of the media; supplies appropriate and accurate information as authorized.

5. **Department Head Liaison:** Works collaboratively with the Deputy Administrator, acts as liaison to staff, provides a communication link between Mayor and department heads/staff. Alerts the Mayor, Communications Director and Deputy Administrator to information and problem areas needing attention or awareness. Attends Mayor's Department Head staff meeting in order to keep informed of City/departmental activities, City projects, issues and actions. Prepares minutes of meetings and distributes as needed, as well as other follow up duties as assigned.
6. **Confidentiality and Discretion:** Protects sensitive and confidential information regarding collective bargaining agreements, personnel matters, litigation, and other matters requiring a high degree of discretion.
7. **Records Management:** Acts as records manager for Executive Department; maintains and updates office filing systems; updates various policies and procedures manuals. Responsible for sending/retrieving archival materials. Keeps accurate logs of all contracts, bonds, or other legal documents which the Mayor signs and routes for final disposition per procedure. Records and routes to Legal Department all legal documents served to the Mayor as Chief Executive of the City. Monitors and routes payroll documents, conference and vacation leave requests of department heads.
8. **Budget Preparation and Administration:** Assists the Deputy Administrator in the preparation and administration of the Executive Department budget and financial records. May prepare and submit payroll time sheets for the Executive Department. May research information needed for purchasing decisions.
9. **City Sponsorship Agreements:** Receives and responds to public requests for City sponsorship of special events. Coordinates terms of sponsorship with appropriate City departments. Prepares and routes sponsorship agreements for signature according to protocol.
10. **City Boards & Commissions:** Attends the Bellingham Sister City Association meetings as the Mayor's Office representative. Advises the board on City procedures and reports on relevant board activities to the Mayor. Reserves City facilities for monthly board meetings as necessary. May attend and staff other City Boards & Commissions as assigned.

ADDITIONAL WORK PERFORMED:

1. **Council Packet Submittal:** May monitor and coordinate agenda bills, attachments, and other documents from the departments and Executive intended for the Council meeting agenda packets and readies for mayoral review process as needed.
2. **Staff Supervision:** May supervise Executive support staff as assigned; delegates, distributes, assigns and reviews work; conducts performance appraisals; assesses and provides for training and development needs; and attends to performance issues as needed.
3. Performs other related work of a similar nature and level.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:

- Municipal administration and familiarity with the functions and activities of the departments and divisions of municipal government.

Skill in:

- Excellent literacy skills, including reading, composition, knowledge of standard and business English usage, punctuation, spelling, grammar, and format.
- Excellent interpersonal skills to work with the public, staff, elected officials and media using courtesy and tact in sensitive or high pressure situations.
- Excellent listening skills and the ability to communicate orally and in writing in clear concise language appropriate for the purpose and parties addressed.
- Problem solving, decision making, time management, planning and organizing skills.
- Accurate minutes and notes taking skills.
- Strong computer skills including word processing, data entry/retrieval, spreadsheet applications.
- Excellent time management skills.

Ability to:

- Develop and maintain a working familiarity with City business and priorities, current and on-going City departmental and legislative issues, and community stakeholders.
- Demonstrate a desire and ability to identify and serve customers (internal and external).
- Demonstrate a concern for surpassing standards of excellence, reaching challenging goals, and continuously improving work.
- Demonstrate an ability to work cooperatively within diverse groups and across the organization to achieve group and organizational goals.
- Demonstrate critical judgment in sensitive and emergency situations.
- Function calmly and effectively under stress.
- Handle several tasks simultaneously while maintaining accuracy and attention to detail in an environment of frequent interruptions.
- Work independently in carrying out position responsibilities.
- Maintain a high level of confidentiality and professionalism at all times.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job, including:
 - Frequently operate a computer and other office machinery such as a keyboard, mouse, phone, and fax machine;
 - Frequently communicate accurate information and ideas with others;
 - Occasionally move between work sites.

WORKING ENVIRONMENT:

Work is performed in an executive office suite setting of high public contact and visibility and in a semi-private office at a computer workstation. May experience frequent interruptions. May also require occasional travel. This is a sedentary position with minimal physical exertion requirements.

EXPERIENCE AND TRAINING REQUIREMENTS:

- High school diploma or General Equivalency Diploma (GED).
- Five (5) years general office experience including at least two (2) years providing direct support to a public official, executive, or government agency.
- Work experience must include intermediate utilization of computer software applications, including spreadsheets, scheduling, and word processing.
- Typing at 45 wpm NET required.

- Significant experience in a public office setting is desirable.
- College or vocational training in area related to the position, such as office management, public administration, or other related area is preferred.
- Municipal or other governmental experience strongly preferred.
- An equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skills and abilities to successfully perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENT:

- Employment is contingent upon passing a criminal background check.
- Valid Washington State driver's license and good driving record. Candidates must submit a three-year driving abstract prior to hire.

PREPARED BY: Barry Bjork
2/76

REVIEWED BY: _____
Seth Fleetwood, Mayor

REVISED BY: 7/84 Sirguy
5/96 Bowers
5/98 Asmundson/Mahaffey
5/04 Hanowell
5/21 Coogan/Delker