

City of Claremont, New Hampshire Position Description

Position Title:	Executive Assistant	Union/Merit:	Merit
Reports to:	City Manager	Grade Level-Points:	7 - 375
Department:	Executive - Policy	Revised/Updated:	04/10/05
FLSA Status:	Non-Exempt		

Job Summary

The incumbent serves as the Administrative Assistant to the City Manager and City Solicitor, and Clerk to the Council performing a wide range of complex executive secretarial and administrative support functions. Positions at this level are distinguished from other classes by the analytical nature of a majority of the work performed as well as providing secretarial support to an executive. Individuals in this position must keep multiple tasks on schedule, use tact and judgment, and preserve confidentiality of sensitive information.

Essential Job Functions (Except as specifically noted, the following functions are considered essential to this position. The listed examples may not include all duties found in this class)

1. Coordinates the daily administrative functions of the City Manager's office. Perform a wide variety of complex, responsible, and confidential secretarial and administrative duties for executive staff including legal and personnel as well as providing routine analytical support.
2. Greets visitors to the office and directs them to appropriate individual. Screen calls, visitors and mail; respond to complex requests for information.
3. Supports the City Manager in dealing with the public, the City Council and staff, including verbal and written communications. Maintains confidentiality as required.
4. Handles routine items for the City Manager's Office. Prepares correspondence for City Manager as well as interoffice forms, requisitions, and related documents. Provides follow-up as necessary. Composes correspondence on own initiative or under general direction to expedite the processing and completion of work. Maintain and monitor records and files; follow-up on due dates; perform other monitoring functions to ensure timely completion of work.
5. Handle routine departmental correspondence independently, and maintain files of correspondence, contracts, pleadings, discovery, legal opinions and other records and documents.
6. Provide information in person or over the telephone relative to departmental procedures, policies records, court rules and case files. Enter, modify and retrieve data into local, state and national computer systems. Conduct record searches in a centralized database.
7. Interpret and explain City and department policies, rules, and regulations in response to inquiries; refer inquiries as appropriate.

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8. Collect information from a variety of sources pertinent to area of assignment; compile data as necessary and prepare routine reports as required.
9. Researches various matters at City Manager's request.
10. While on duty, responsible for answering all incoming calls to the City Manager's Office and, through knowledge of City functions and activities, directs callers to the proper departments/personnel, or answers questions as appropriate.
11. Responsible for processing incoming and outgoing mail, opening incoming correspondence, directing same to the proper departments as necessary.
12. Maintains all files pertinent to the Office of the City Manager and the City Council including, but not limited to, general correspondence files, agreement files, legal files, policy files, ordinance files, etc. Keeps official records.
13. Prepares the Agenda for all Council Meetings and gathers background data thereon, ensuring that all required materials are submitted to the Council with the Agenda for their review prior to the Council's Meeting. Distributes Agenda to Department Heads, the press, etc. as appropriate.
14. Posts and publishes Notices of Board of Council Meetings, Public Hearings, etc. as required by law or municipal ordinance.
15. Schedules and confirms appointments, meetings, or reservations, and maintains City Manager's appointment calendar to ensure effective time management.
16. Attends the Council Meetings – taking and transcribing the Minutes thereof, reviewing same with the City Manager to assure accuracy. Attends Public Hearings as necessary – taking and transcribing the Minutes thereof.
17. Independently generates appropriate correspondence relative to Council decisions / votes as a result of the Council Meetings or works from dictation by the City Manager.
18. Based on the approval of Ordinances or Amendments thereto at a Council Meeting, prepares appropriate Notice of same for publication, assuring that the appropriate Departments are provided with a copy of the approved Ordinance or Amendment.
19. Recommend and assist in the implementation of goals and objectives; establish schedules and methods for office operations; implement office policies and procedures.
20. Supervises the preparation of the Annual City Report, and other reports as required. Drafts the Annual Calendar of Council Meetings for the ensuing year, based on the schedule approved by the Council, and presents same to the Council for approval. Maintains schedule of – and prepares documentation for – annual license renewals for action by appropriate personnel

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21. Updates the City's web page as it pertains to items relevant to the Council and City Manager's Office; e.g., Agenda, Notices, Council's Meeting Minutes, etc.
22. Coordinates Federal and State-required reports.
23. Performs a variety of administrative and clerical tasks associated with the operation of the Policy Department including; ordering supplies and equipment for the office by preparing requisitions and purchase orders, and interacting with vendors regarding specifications and availability of supplies and equipment.
24. Collects fees; enters and posts on computer ledger; and completes deposit slips.
25. Sets up and maintains alphabetic and numeric files so that documents can be filed and retrieved in an orderly fashion.
26. In the absence of the Welfare Director, under the guidance of the City Manager, provides back-up coverage for the Welfare Office.
27. Performs other duties as required by the position or as may be assigned.

Peripheral Duties

Perform the duties of subordinate personnel as needed.
Analyze and recommend improvements to equipment and facilities, as needed.
Participate in various committees as requested by the City Manager.

Desired Minimum Qualifications

Education and Experience:

Associate's degree from an accredited business school and ten (10) years experience in office work demonstrating effective and efficient computer skills (preferably a Microsoft Certified Office Specialist), relevant experience in report/letter writing, customer relations, human resources, development and implementation of standard office procedures, and general knowledge of purchasing and budget tracking for a business office. At least three (3) years of the experience should have been in an office management or supervisory role working directly for the senior manager of a company comparable in size and diversity to the City of Claremont; *OR* any combination of education, training and experience that provides the knowledge, skills and abilities required for the job.

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Necessary Knowledge, Skills and Abilities:

Knowledge of:

- Administrative policies and procedures related to the administration of the Department.
- Budgetary principles and practices.
- Technical financial terminology.
- Modern office methods, procedures, equipment, business letter writing, and standard clerical techniques.
- Word processors or computers.
- Techniques of effective time management.
- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
- Record keeping, report preparation, filing methods and records management techniques.
- Thorough knowledge of applicable laws, ordinances, and department rules and regulations.

Ability to:

- Handle situations in which others may be angry or argumentative.
- Establish and maintain effective working relationships with others.
- Attend night meetings or hearings, when required.
- Read and interpret documents.
- Write reports, correspondence, and procedure manuals.
- Demonstrated ability to communicate both orally and in writing.
- Maintain electronic and written records and prepare reports and to document any and all information pertaining to the activities and responsibilities of the position.
- Make accurate arithmetic calculations.
- Maintain effective working relationships with department heads, employees, City Council and the public and to deal with service problems courteously and tactfully.

Skill in:

- Typing 65 words per minute.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Organizing work, setting priorities, meeting critical deadlines, and following up assignments with a minimum of direction.
- Applying logical thinking to solve problems or accomplish tasks; to understand, interpret and communicate complicated policies, procedures and protocols.
- Typing complex documents containing numeric information or technical terminology.
- Using computers to create and manage files, records, spreadsheets and databases and to enter and retrieve information.
- Operating general office equipment.

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- Compiling, composing, and maintaining reports.
- Understanding and carrying out complex written and oral instructions.
- The use of the tools and equipment listed below.

Supervision Received

Works under the direct supervision of the City Manager who outlines general policies, assigns duties, and reviews work for conformance with required standards. Performs regular duties on own initiative with minimal supervision, exercising a high degree of judgment and tact.

Supervision Exercised

An incumbent may or may not supervise others, but in any event the element of supervision is minimal, usually not more than two subordinate employees being involved. Because the incumbent does make decisions that are far-reaching, the work directly impacts the management of the entire agency.

Responsibility for Public Contact

Daily contact requiring courtesy, discretion, and sound judgment.

Licensing & Certification

Must maintain any required approvals and designations as required.
Must maintain a valid motor vehicle operator's license.

Tools & Equipment Used

General office equipment up to and including computer word processing equipment, personal computer including Microsoft Office software, accounting software, motor vehicle, telephone, typewriter, calculator, copy machine, electronic/memory typewriters, photocopiers, facsimile equipment, scanners, electronic postage machine, folder/insertor, microfilm/fiche reader, electronic calculators, GBC binding machines, etc.

Typical Work Surface(s): Standard office desk and chair; tables; computer work station, wood, tile, cement and carpeted floors.

Typical Controls & Equipment: General office equipment up to and including computer word processing equipment, personal computer including Microsoft Office software, accounting software, motor vehicle, telephone, typewriter, calculator, copy machine, electronic/memory typewriters, photocopiers, facsimile

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equipment, scanners, electronic postage machine, folder/insertter, microfilm/fiche reader, electronic calculators, GBC binding machines, etc

Typical Work Environment: Inside: 95% Outside: 5%

Summary of Occupational Exposures: May be exposed to cleaning fluids, copier toner, etc. Works in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt and the like.

The incumbent's working conditions are typically quiet.

Physical Activity Requirements

Primary Physical Requirements

<u>LIFT up to 10 lbs.:</u>	Frequently required
<u>LIFT 11 to 25 lbs.:</u>	Occasionally required
<u>LIFT 26 to 50 lbs.:</u>	Rarely required
<u>LIFT over 50 lbs.:</u>	Not required

<u>CARRY up to 10 lbs.:</u>	Occasionally required
<u>CARRY 11 to 25 lbs.:</u>	Occasionally required
<u>CARRY 26 to 50 lbs.:</u>	Occasionally required
<u>CARRY over 50 lbs.:</u>	Rarely required

<u>REACH above shoulder height:</u>	Occasionally required
<u>REACH at shoulder height:</u>	Occasionally required
<u>REACH below shoulder height:</u>	Occasionally required
<u>PUSH/PULL:</u>	Occasionally required

Other Physical Considerations

<u>Twisting:</u>	Occasionally required
<u>Bending:</u>	Occasionally required
<u>Crawling:</u>	Rarely required
<u>Squatting:</u>	Occasionally required
<u>Kneeling:</u>	Occasionally required
<u>Crouching:</u>	Occasionally required
<u>Climbing:</u>	Rarely required
<u>Balancing:</u>	Rarely required
<u>Grasping:</u>	Frequently required
<u>Handling:</u>	Frequently required
<u>Torquing:</u>	Occasionally required
<u>Fingering:</u>	Frequently required

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During an 8-hour Day, Employee is Typically Required To:

	<u>Consecutive Hours</u>	<u>Total Hours</u>
Sit	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
Stand	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
Walk	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8

Cognitive and Sensory Requirements:

- Talking: Necessary for communicating with others.
- Hearing: Necessary for taking instructions and information.
- Sight: Necessary for performing job effectively and correctly.
- Tasting & Smelling: Not required for the performance of the functions of this position.

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