

THE CITY OF LOS ANGELES



CIVIL SERVICE COMMISSION

CLASS SPECIFICATION**6-23-05****EXECUTIVE ADMINISTRATIVE ASSISTANT, 1117**

Summary of Duties: Executive Administrative Assistants report directly to a General Manager, Assistant General Manager, or to an executive position at least at the level of an Assistant General Manager; performs administrative support functions thereby allowing the General Manager or executive to focus on executive level responsibilities; performs highly specialized and responsible secretarial, and, on occasion, stenographic work in an executive office or bureau; and performs other duties as assigned.

Distinguishing Features: An Executive Administrative Assistant is primarily responsible for providing administrative support and exercises considerable independent judgment in organizing, coordinating, and performing the administrative support work in an executive office, bureau or division. Employees in this class are required to locate and reference department and office policies, procedures, rules and regulations which may require familiarity with administrative and personnel procedures, City Charter provisions, Civil Service Commission Rules, MOU and department organizational structure. An Executive Administrative Assistant performs administrative support duties independently and maintains strict confidentiality of information accessed. Much of the work is not subject to review, and errors could reflect adversely on the department or have serious consequences. May assign and review the work of other administrative support staff.

Examples of Duties: An Executive Administrative Assistant:

- Responds on behalf of the executive to routine complaints and inquiries, exercising judgment concerning the application and interpretation of department policies, procedures, and regulations;
- Receives and screens telephone calls, visitors, and incoming correspondence on behalf of an executive or supervisor and routes to appropriate department staff or agency;
- Arranges accommodations and travel arrangements for managers' business meetings and conferences, and verifies and prepares expense statements;
- Establishes and maintains detailed office records, record keeping and filing systems;
- Receives and processes documents according to departmental procedures;
- Composes, proofreads and edits material such as letters, memos, agendas, and minutes for accuracy, content and consistency using word processing and spreadsheet software;
- Schedules appointments and maintains executive's calendar or multiple calendars utilizing computer software;
- Locates and compiles pertinent information for the reference and use of the executive and other management staff for conferences, correspondence, appointments, and meetings;
- Types correspondence, memos, tables, and reports using word processing and spreadsheet software;

- References general provisions, policies, rules and procedures such as Mayor's Executive Directives, Administrative Code, Municipal Code, Civil Service Rules, departmental policies and MOU's in order to furnish callers with information about department functions, procedures, and activities;
- Signs routine forms and correspondence on behalf of an executive;
- Performs basic arithmetic calculations to verify numerical information;
- May take and transcribe dictation resulting in letters, reports, minutes and memoranda, much of which is of a highly confidential nature;
- May assign and review the work of clerical office staff in an executive office; and
- May occasionally be assigned other duties for training purposes or to meet technological changes or emergencies.

Qualifications: An Executive Administrative Assistant must have the following knowledges and abilities:

Knowledge of:

- The organization of City government and the functions of various City Departments and elected officials;
- Relevant provisions of the City Charter, Civil Service Commission Rules, Administrative Code, Memoranda of Understanding, and Personnel rules, policies, practices, and procedures;
- Principles of office administration, including filing systems and correspondence procedures;
- Proper telephone etiquette and customer service techniques;
- Correct form and English usage for business communications, including rules of grammar, punctuation and spelling;
- Basic software applications such as word processing, spreadsheets, and electronic scheduling;
- Safety principles and practices.

Ability to:

- Communicate effectively with a diverse constituency and calmly and efficiently handle situations ranging from the routine to emergencies;
- Plan, organize workload, set priorities, handle multiple responsibilities and meet critical deadlines;
- Interact effectively with the public, City Officials, City managers, and other employees;
- Operate a personal computer.

Skill in:

- Operating personal computers and utilizing various software programs such as: word-processing, spreadsheets, and databases.
- Utilizing electronic scheduling software and email for scheduling and correspondence;
- Utilizing internet browsers to look up and reference various types of information.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to the disability, and the ability of the hiring department to accommodate the limitation.

Minimum Requirements: Two years of full-time experience as a Secretary or in a class which is at least at that level performing office clerical work.

License: A valid California driver's license may be required.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all the duties, responsibilities and required qualifications of any position shall be.