

**Utility Executive Secretary (1336)  
Task List – 2019**

**MANAGEMENT SUPPORT**

1. Answers questions from City employees, other agencies, and/or the public via telephone or email in order to refer them to the appropriate person or location and/or provide them with information regarding City and departmental policies, procedures, rules, regulations, department functions, and City services.
2. Reviews correspondence received for management, including sensitive and confidential material, board packages, sponsorship authorization request forms, travel documentation, and expense reports, and decides on appropriate disposition, such as attaching specific documentation to the correspondence, in order to provide comprehensive information to the recipient in determining the appropriate action and/or disposition.
3. Reads, reviews, and summarizes information received from various channels, such as e-mail and letters, using software such as Microsoft Office Suite, in order to extract information and provide management with a report on specific department and operational activities.
4. Organizes documents, such as board report forms and confidential material, according to Los Angeles Department of Water and Power (LADWP) procedures and secretarial processes, in order to have them included or listed in a board report or agenda.
5. Schedules meetings and travel arrangements for management and/or other staff, using software such as WorkTech, Employee Information System (EIS), Exensity XM (INFOR), Concur, and Microsoft Office Suite, in order to ensure that management and/or other staff are prepared for meetings or travel.
6. Transcribes dictation in joint-labor management meetings, conferences, and/or personnel meetings, using software such as Microsoft Office Suite and Adobe Acrobat, in order to produce an accurate record for management to refer to when needed.
7. Utilizes different types of office equipment, such as a calculator, personal computer, or copier, in order to perform various office functions, such as calculating costs, working on proprietary software systems, and reproducing documents.
8. Composes, reviews, and/or proofreads typed documents, such as letters, memos and other correspondence, using software such as Microsoft Office Suite, in order to convey all information accurately and without typographical and grammatical errors.

## **COMMUNICATION**

9. Implements general department policies, rules and procedures into working practices by communicating with various department staff, external customers, including elected officials and their staff, and interpreting City reports or publications for pertinent items in order to provide the information needed to the appropriate person.
10. Communicates information verbally or in a written format (via email), such as reports on work-related matters or requests for equipment or personnel to department staff, including management, coworkers, or other employees, in order to provide information on specific tasks and/or attain resources necessary to fulfill an assignment.

## **SUPERVISION**

11. Supervises employees in the performance of standard office procedures, including timekeeping functions, by assigning work to subordinates based on the type of work to be performed, employee expertise, deadlines, and/or staffing requirements in order to comply with the Los Angeles Department of Water and Power (LADWP) standards and requirements and accomplish work in a timely and effective manner.
12. Trains clerical staff engaged in the performance of standard office procedures by explaining and demonstrating work procedures on a one-to-one or one-to-group basis, providing training manuals, templates, or work samples, and/or conducting training sessions in order to ensure employees can successfully perform the job duties of the position.
13. Orients new employees by explaining job requirements and providing written materials such as safety and performance standards, personnel rules, policies, and procedures, and benefits in order to ensure new staff members are prepared to complete their job duties successfully and in accordance with City and department standards.
14. Observes, reviews, evaluates, documents, and discusses employee work product and performance based on job-related factors such as completion of assignments, timeliness, and consistency of quality and quantity with standards in order to identify developmental needs, provide feedback, prepare employee for career advancement opportunities, and improve work quality or performance for future assignments.
15. Interviews job candidates for Senior Administrative Clerk and Administrative Clerk in order to make hiring recommendations and/or decisions based on the candidate's demonstrated knowledge, skills, abilities and overall suitability for the position.

16. Approves or disapproves of an employee's work schedule and request for time off (e.g. holiday work schedule, unexpected work, work assignments, vacations, and sick leave) by considering factors such as workload and project timelines, and verifies that timesheets properly account for employee work time in order to prioritize and balance work assignments and ensure necessary staffing, timely completion of work, and appropriate documentation.
17. Applies the principles of Equal Employment Opportunity (EEO) by taking the necessary steps to prepare employees for promotion including providing training and information regarding EEO policies, promoting a positive work environment by monitoring employees' behavior regarding cultural diversity, sexual harassment, discrimination, and retaliation, taking appropriate corrective action when necessary, and commending outstanding job performance by giving public recognition or issuing notices of commendation in order to increase employee productivity and/or morale, ensure better acceptance and working relationships among various groups of employees, set standards of exemplary performance, and comply with City and department policies and procedures.
18. Communicates with employees, management, and other supervisors orally and in writing in order to coordinate activities of a unit or request or provide information, direction, or guidance regarding work assignments, problems encountered, personnel matters, project requirements and timelines, appropriate work methods and procedures, City and department policies and how to comply with them, policy changes, department objectives, interpretations of City policies or Memorandums of Understanding (MOUs), updated safety information, and training and promotional opportunities.