



**CITY OF HAWTHORNE**  
**HUMAN RESOURCES DEPARTMENT**  
**EXECUTIVE ASSISTANT**  
Classification Specification  
(Classified)

**JOB SUMMARY**

Executive Assistant is responsible for providing a wide array of complex, diverse and confidential administrative and executive support services to the City Manager and or Department Head in a highly sensitive, demanding, political and rapidly changing environment. The incumbents work is characterized by involvement with broad City-wide issues and interactions with top executives and elected officials on complex and sensitive matters. Under direction, performs a variety of complex, responsible, highly sensitive and confidential office administrative and executive support functions for the City Manager and performs related duties as assigned.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work similar, related or a logical assignment to this class.

1. Provides administrative support to the City Manager/Department Head using word processing software, composes and/or types memoranda, correspondence, agenda items, reports, agreements, presentations, forms and other documents often a highly sensitive and confidential nature; proofreads and checks typed and other materials for accuracy, completeness and compliance with City standards, policies and procedures; ensures materials, reports and documents for signature are accurate and complete; responds independently to email inquiries regarding a variety of City matters; relieves the City Manager/Department Head of a variety of administrative details.
2. Maintains the City Manager/Department Head's calendar; coordinates, arranges and confirms meetings, appointments, and community/intergovernmental events; screens requests for appointments; makes and confirms travel arrangements for the City Manager/Department Head submits conference registration; and arranges hotel and flight reservations.
3. Receives and screens visitors and telephone calls, providing information

and handling issues that may require sensitivity and sound independent judgment; conducts research, responds to requests for information and complaints from officials, customers and the public; refers certain issues to appropriate staff and or takes or recommends action to resolve the issue; reviews, determines the priority of and routes assigned incoming correspondence.

4. Acts as liaison in coordinating matters between the City Manager's office and department heads and managers; provides requested information and direction on routine matters; follows up on various assignments at the direction of the City Manager/Department Head to ensure that needed action is taken.
5. Assists with the council agenda preparation process and assumes primary responsibility when required.
6. Researches and assembles information from a variety of sources for special projects requiring analysis and recommendations; prepares correspondence and reports for the City Manager/Department Head; designs, creates, organizes and maintains specialized and other office files; and establishes and maintains confidential, subject and tickler files.
7. Compiles data and provides other support and assistance in preparation of the offices annual budget; prepares and processes requisitions and accounts payable requests; monitors assigned budget balances; and prepares and maintains staff attendance and time off records.
8. Schedules, supervises and evaluates the work of assigned administrative support staff.
9. Analyzes data and evaluates correspondence, special projects to provide recommendations and prepare staff reports, ordinances and resolutions.

### **MINIMUM QUALIFICATIONS**

#### **Education, Training, & Experience**

A typical way of obtaining the knowledge skills and abilities outlined above is having at least 60 completed units at the Community College level in Public Administration or closely related fields; and

Three (3) years of office administrative experience, at least three (1) of which were at an executive assistant level; or an equivalent combination of training and experience.

### **Licenses; Certificates; Special Requirements:**

A valid California driver license and the ability to maintain insurability under the City's vehicle insurance policy.

### **QUALIFICATIONS**

1. Office administrative and management practices and procedures, including principles and practices of file and document management.
2. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
3. City organization, ordinances, rules, policies, procedures and operating practices related to areas of responsibility.
4. Terminology, work processes and local, state and federal requirements applicable to areas of responsibility.
5. Basic functions of public agencies, including the role of an elected Council and appointed committees and boards.
6. Advanced uses of word processing, graphics, spreadsheet, database and other software to create documents and materials requiring the interpretation and manipulation of data.
7. Basic principles and practices of public administration, including budgeting, purchasing and maintenance of public records.
8. Principles and practices of effective supervision.
9. City human resources policies and procedures, Civil Service Rules and labor contract provisions.
10. Manage multiple and rapidly changing priorities to meet the needs and expectations of the City Manager and other elected and appointed officials and department directors.
11. Organize, set priorities, take initiative and exercise sound independent judgment within areas of responsibility.
12. Interpret, apply, and explain and reach sound independent decisions in accordance with regulations, policies and procedures and City Manager

preferences.

13. Organize research and maintain complete and extensive office files.
14. Operate a computer, word processing and spreadsheet software and other standard office equipment.
15. Type accurately at a speed necessary to meet the requirements of the position.
16. Compose correspondence, prepare documents and make arrangements from brief instructions.
17. Communicate clearly and effectively, both orally and in writing.
18. Understand and follow written and oral instructions
19. Prepare clear, accurate and concise records and reports.
20. Maintain strict confidentiality of privileged information.
21. Use a high degree of tact, diplomacy and discretion in dealing with sensitive and confidential situations and concerned internal and external parties.
22. Establish and maintain highly effective working relationships with the Mayor, City Council members, other elected and appointed officials, committee members, department directors and managers, staff, residents, representatives of civic and community groups, the media, the public and other encountered in the course of work.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; talk or hear both in person and by telephone; use hands repetitively to finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk.

Specific vision abilities required by this job include close vision and the ability to adjust focus.