

## **CLASS SPECIFICATION**

### **Secretary to the Chief Executive Officer**

**Code Number:** \_\_\_\_\_

## **GENERAL PURPOSE**

Under general direction, performs varied, difficult, sensitive and confidential office administrative and secretarial support functions for the Chief Executive Officer, Housing Commission and for members of the Housing Commission; and performs related duties as assigned.

## **DISTINGUISHING CHARACTERISTICS**

An Executive Assistant is responsible for providing secretarial, administrative and support services to the Chief Executive Officer and for coordinating work with members of the executive team and other managers and staff to ensure a smoothly operating office in a highly sensitive and changing environment. The incumbent performs difficult, diverse and confidential duties in support of the Chief Executive Officer in interactions with Commission members, top elected officials, officials of other governmental agencies, section managers, funding source officials, business and community organizations, public interest groups, the media and the public. The incumbent also provides secretarial and office support to members of the Housing Commission and may supervise the work of other administrative support and clerical staff.

Secretary to the Chief Executive Officer is distinguished from other administrative support and secretarial classes by the sensitivity and complexity of the environment in which the incumbent operates and by the breadth of involvement with Commission-wide issues and with Commission members, elected officials and top executives, requiring a thorough knowledge of the Commission and Chief Executive Officer's office policies and practices.

## **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 is similar, related or a logical assignment to this class.

Provides secretarial and administrative support to the Chief Executive Officer; coordinates work of the Executive Office with other executives, managers and staff to ensure a high performance, customer service-oriented work environment which supports achieving the Commission's mission, strategic plan and objectives and exemplifies its Core Values; types and/or drafts memoranda, correspondence, agenda materials and other documents, often of a highly sensitive and confidential nature; ensures materials and reports for signature are accurate and complete; proofreads and checks typed and other materials for accuracy, completeness and compliance with Commission standards, policies and procedures.

Continuously maintains, adjusts and monitors the Chief Executive Officer's calendar; coordinates, arranges and confirms meetings; screens requests for appointments; refers appointment requests to other Commission executives or managers; coordinates, schedules, makes site and meal arrangements for special meetings and events; makes and confirms travel arrangements for the Chief Executive Officer; prepares expense reports.

Receives and screens visitors and telephone calls, providing information and handling issues that may require sensitivity and use of discretion and sound independent judgment; responds to requests for information and complaints, refers matters to appropriate Commission staff and/or takes or recommends action to resolve the request or complaint.

Reviews, determines priorities and routes incoming correspondence, reports, inquiries, requests and instructions; handles or refers matters as directed; acts as liaison in coordinating matters between the Executive Office and other executives, managers and staff; maintains logs of documents processed and assignments given; follows on assignments to ensure timely completion.

Refers or recommends referral of matters to appropriate sections and staff for action and report; maintains a suspense file and follows up to ensure that needed action has been taken.

Provides secretarial and administrative support to members of the Housing Commission, including making and confirming travel arrangements, maintaining memberships and taking and referring messages.

Researches and assembles information from a variety of sources for the preparation of reports and correspondence for the Chief Executive Officer; organizes and maintains office files; maintains confidential files; coordinates and participates in purchasing equipment, materials and supplies; conducts special studies and recommends procedural or other changes.

## **OTHER DUTIES**

Coordinates the preparation of agendas and materials for Executive Team and Management Team meetings; attends meetings, as requested, and takes notes of discussion and action items.

Represents the Chief Executive Officer on internal committees and task forces.

## **DESIRED MINIMUM QUALIFICATIONS**

### **Knowledge of:**

Office administrative and management practices and procedures; principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation; Commission organization, administrative regulations, policies, and procedures, including travel/training and expense reporting; basic functions of public agencies, including the role and responsibilities of a public governing board; rules and regulations for the conduct of public meetings; the Commission's administrative regulations, personnel policies and Memoranda of Understanding; standard word processing, spreadsheet, graphics and other software packages; budgeting, recordkeeping, filing and purchasing practices and procedures.

### **Ability to:**

Operate a computer and word processing software and other standard office equipment; take and transcribe dictation and type accurately at a speed necessary to meet the requirements of the position; manage multiple and rapidly changing priorities to meet the needs and expectations of executives, Commission members and elected and appointed officials; organize, set priorities and exercise sound independent judgment within areas of responsibility; interpret, apply, explain and reach sound decisions in accordance with laws, regulations, rules and policies; organize, research and maintain office files; compose correspondence, prepare documents and make arrangements from brief instructions; communicate clearly and effectively orally and in writing; prepare clear, accurate and concise records and reports; maintain highly sensitive and confidential information; use a high degree of tact, discretion and diplomacy in dealing with sensitive situations and concerned and/or upset groups and individuals; establish and maintain highly effective working relationships with Commission members, elected officials and officials of other governmental agencies and funding sources, Commission executives and managers, business and community organizations, public interest groups, staff, the media, clients and others encountered in the course of work.

### **Training and Experience:**

A typical way of obtaining the knowledges, skills and abilities outlined above is graduation from high school or G.E.D. equivalent, completion of college-level courses applicable to assigned responsibilities and seven years of increasingly responsible office administrative or secretarial experience, at least three of which involved providing secretarial or administrative support to a senior manager; or an equivalent combination of training and experience. Experience in a government setting dealing with elected and appointed officials is highly desirable.

## **PHYSICAL AND MENTAL DEMANDS**

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

### **Physical Demands**

While performing the duties of this class, an employee is regularly required to sit; talk or hear, both in person and by telephone; and use hands to operate, finger, handle or feel office 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.

### **Mental Demands**

While performing the duties of this class, an employee is regularly required to use written and oral communication skills; read and interpret data and information; observe and interpret people and situations; analyze and solve problems; learn and apply new information and skills; perform highly detailed work on multiple, concurrent tasks; meet intensive and rapidly changing deadlines and priorities; and interact with Commission members, elected officials and officials of other governmental agencies and funding sources, Commission executives and managers, business and community organizations, public interest groups, staff, the media, clients and others encountered in the course of work.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is usually quiet.