



CITY OF CHINO

Executive Secretary

Definition:

The Executive Secretary performs a variety of highly responsible administrative and secretarial duties in support of the Administration Department, including serving as the primary clerical support to the City Manager; the Assistant City Manager, and Administration Department management staff. Related work is performed as assigned.

Class Characteristics:

The Executive Secretary position is a single position classification. This position differs from the Administrative Secretary classification by its varied responsibilities and service as a liaison between the City Manager and public officials. The Executive Secretary may be responsible for the supervision of Department clerical staff and/or may serve as the office manager.

Essential Functions:

- Conduct research, make and coordinate travel, meeting, and special event arrangements.
- Maintain a professional appearance and decorum.
- Perform administrative and secretarial duties with independence and initiative.
- Receive visitors; answer telephones; maintain calendars, schedule appointments; and maintain office supply inventory.
- Prepare correspondence from verbal instructions or notes and initiate routine correspondence; compile and type complex reports from a variety of sources, which requires expertise with office equipment, including computer software programs, e-mail, and electronic transmission and receipt of information.
- Assist the City Clerk in the processing of official documents and public notices.
- Respond to inquiries from the public and other City employees; understand and explain City policies and procedures; and refer inquiries to appropriate staff members.
- Work on a variety of assignments using discretion and independent judgment; anticipate needs and plan ahead.
- Establish and maintain filing and retrieval systems of records; sort, file, and process a variety of documents; proofread and edit documents in an accurate manner.
- Interact with co-workers at all levels in the organization in a collaborative and customer service-oriented manner.
- Maintain prompt and regular attendance.
- Perform all duties within the context of the City's Mission Statement and Organizational Values.

Qualifications:

Any combination of education and experience that provides the required knowledge, skills, and abilities to perform the essential job duties of the position is qualifying. The incumbent will possess the most desirable combination of training, skills, and experience, as demonstrated by his/her past and current employment history. A typical example includes:

Education:

- High School Diploma or G.E.D. (required).
- Associate's degree.

Experience:

- Four or more years of responsible secretarial or administrative assistant experience which involved responsibilities of a highly sensitive nature and contact with the public, including or supplemented by specialized training in the clerical/secretarial occupational field.

Thorough knowledge of:

- Secretarial and general office procedures and office equipment used in secretarial work.
- Modern office practices and research methods.
- City organization and functions of the various City departments.
- Minute taking procedures.
- Records processing and maintenance procedures and systems.
- Investigative techniques useful in resolving citizen's inquiries.
- Data processing systems/applications.

Proficient skill in:

- Shorthand or speedwriting and transcription may be required.

Skill in:

- Operation of a variety of office equipment, including typing at a *minimum* rate of 60 net words per minute.

Ability to:

- Use good judgment in handling highly sensitive and/or confidential matters with discretion and maintain the privacy of such information.
- Perform highly responsible administrative and secretarial tasks with independence and initiative.
- Analyze administrative and technical problems and implement effective courses of action toward resolving problems.
- Perform moderately difficult analytical work requiring sensitivity to issues.

Executive Secretary

- Prepare and present reports.
- Deal tactfully and courteously with internal and external customers.
- Represent the Department in a variety of meetings.
- Operate a computer and utilize a variety of software programs.
- Plan, organize and supervise the work of staff as needed.
- Communicate clearly and concisely, both orally and in writing.
- Use, and edit documents for, correct English, grammar, punctuation, and spelling.
- Understand and follow verbal and written directions.
- Establish and maintain cooperative working relationships with public officials, co-workers, boards, agencies, citizen groups, volunteers, and the general public.
- Train, supervise, and evaluate staff as assigned.

Special Requirements:

- Work a varying schedule including weekends, evenings, and special events when needed.
- Provide certification of ability to type at a *minimum* rate of 60 net words per minute, with no more than 10 errors.
- Possess a valid Class C California Driver License and a satisfactory driving record.
- Receive satisfactory results from a background investigation, a physical examination, which includes a drug screen, and an administrative review.

Physical Profile:

Category I

Link to description [here](#)

Employee Unit:

SBPEA (Professional, Technical and Clerical)

Revised: 8/8/11

Replacing Executive Assistant classification specification dated 10/25/06.

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