

# **CITY OF CHATTANOOGA**

## **Classification Specification Title: Executive Assistant**

**Departments: Community Dev., Early Learning,**

**Pay Grade: GS.08**

**Human Resources, Parks and Outdoors, Police, Public**

**FLSA Status: Non-Exempt**

**Works, City Planning, Tech. Services**

**Established: 6/29/07**

**Supervision Received From: Admin. Community Dev.,**

**Revision Dates: 4/2/25;**

**Admin. Early Learning, Admin.Parks & Outdoors, Chief Op. 10/20/23; 1/9/17**

**Officer, Chief Human Res. Officer, Dep. Admin. Trans, Dep.**

**Dir. RPA, Police Chief of Staff**

**Supervisory Responsibility For: None**

### **CLASSIFICATION SUMMARY:**

Incumbents in this classification are responsible for providing responsible and confidential support to a member of senior management. Prepares documents and reports to go before the Mayor or City Council. Duties include directly responding to citizen inquiries and complaints; screening calls, handling issues and providing access to senior manager; planning, coordinating and attending special events and meetings on behalf of senior manager; may assist with grant writing, preparing reports and other special projects as designated by senior manager. Work is performed with limited supervision.

**SERIES LEVEL:** The Executive Assistant is an Appointed, stand-alone position.

### **ESSENTIAL FUNCTIONS:**

*(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)*

May serve as lead to or supervise assigned administrative support staff which may include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination and disciplinary recommendations.

Provides responsible and confidential support to a member of senior management which may include responding to citizen inquiries and complaints; screening calls, handling issues and providing access to senior manager; planning, coordinating and attending special events and meetings on behalf of senior manager; attending grievance hearings; serving as a liaison between senior manager and department staff and citizens and/or performing other related activities.

Prepares, processes, receives, sorts and distributes a variety of reports, lists, statistical data, correspondence, exams, packets, payments, job costing data, credit card billings, payroll information, receipts, purchase orders, requisitions, travel requests, expense reports, invoices, collections, check requests, deliveries and/or other related information

.Creates a variety of written business documents which may include correspondence, reports, memos, notices, forms, contracts, ordinances, resolutions, warrants, bids, work orders, notices, certificates, schedules, meeting agendas and minutes and/or other related materials.

Prepares presentation materials.

Coordinates or processes administrative activities of assigned programs or functions including serving as liaison to the general public in explaining department operations and providing general assistance, handling routine or specialized department functions or problems and referring complex or difficult issues.

Provides administrative support which includes preparing and proofing reports, forms and correspondence; updating internal manuals; monitoring the accuracy and implementation of applicable website and related updates; making travel arrangements; maintaining calendars; overseeing and maintaining office filing system and records; prescreening mail; answering and monitoring phones; taking and transmitting messages and/or performing other related duties.

Maintains a variety of contact lists, resource lists, logs, maps, calendars, deadline dates, meeting dates and/or other related items.

Prepares for staff, Board and/or Commission meetings and/or special events which includes preparing meeting agendas and packets; publicizing meetings; recording meeting activities; transcribing and disseminating meeting minutes; scheduling; preparing and disseminating invitations, meeting announcements, legal ads and public notices; coordinating and assembling applicable materials; setting up rooms; ordering meals and snacks; receiving attendance confirmations and/or performing other related activities.

Responds to routine and sensitive requests for information and assistance; provides information regarding applicable rules, policies and regulations; certifies official city council records; researches and resolves concerns and complaints from internal and external customers; refers inquiries as appropriate.

Maintains appropriate inventory levels within assigned area of responsibility; requisitions supplies to ensure availability in support of efficient departmental operations.

Participates in monitoring departmental budgets and processing and maintaining related documents and records.

Coordinates and processes purchasing requests for equipment, materials, parts, supplies, services and/or other applicable items.

Organizes and maintains a variety of files including creating and maintaining confidential department/employee files and regulatory files; files documents alphabetically, numerically or by other prescribed methods.

Participates in developing, preparing and tracking a variety of fiscal documents and information which may include budgets, contracts, grants, credit card purchases, petty cash, expenditures, deposits, cash sales and/or other related items.

Assists in designing and maintaining web page(s) in the assigned area of responsibility.

Participates in the implementation of new software applications; trains users on utilizing software.

Performs a variety of research related to assigned area of responsibility; compiles findings and makes recommendations based on findings.

Assists with budget preparation, reconciliation and administration activities.

Coordinates travel arrangements and conference registrations for senior management and/or other applicable staff.

May provide Notary Public services.

May assist with grant writing, specialized report preparation and other special projects as designated by the senior manager in support of efficient and effective department operations.

May be required to use, carry and answer their cell phone as determined by their job duties and the department head.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

High School Diploma or GED, some related college coursework, and four (4) years increasingly responsible administrative support experience; OR at least four (4) years equivalent education, experience/training sufficient to successfully perform the essential functions of this job, or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS:

Dependent upon the area of assignment, the Tennessee Municipal Certification may be required.

#### SUPPLEMENTAL INFORMATION:

Knowledge of principles and practices in assigned area of responsibility; customer service principles; English language, grammar and punctuation; modern office procedures, methods and equipment; meeting and/or special event scheduling techniques; applicable Federal, State and Local laws, ordinances, codes, rules, regulations, policies and procedures; basic report preparation techniques; record keeping principles; keyboarding techniques; mathematical principles; public relations principles; conflict resolution techniques; consensus building techniques; data collection and analysis techniques and filing principles and practices.

Skill in prioritizing and assigning work; using computers and related software applications; providing customer service; filing; composing a variety of business correspondence; performing mathematical calculations, including standard statistical calculations; mediating and resolving conflict; planning, organizing, scheduling and prioritizing details for meetings, special events, conferences/workshops, receptions, ceremonies and other related events; reading and interpreting specialized data and information in assigned area of responsibility; keyboarding; using modern office equipment; interpreting and applying applicable laws, ordinances, codes, rules, regulations, policies and procedures; processing and reconciling financial documents and information; preparing and proofreading a variety of routine reports and/or documents; maintaining confidentiality; maintaining records and files and communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction.

#### PHYSICAL DEMANDS:

Positions in this class typically require reaching, fingering, grasping, talking, hearing, seeing and repetitive motions.

#### WORK ENVIRONMENT:

Light Work: Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

#### SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

General legal compliance statement The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.