

CITY OF CHATTANOOGA

Classification Specification Title: Executive Assistant to Chief Operating Officer

Department: Executive Branch

Pay Grade: GS.09

Supervision Received From: Chief Operating Officer

FLSA Status: Exempt

Supervisory Responsibility For: None

Established: 11/5/21

**Revision Dates: 4/2/25;
10/20/23**

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for providing the highest level of responsible and confidential support to a member of executive management. Duties include consulting with executive managers on various administrative issues, including personnel issues; administering department information systems; developing, recommending and implementing department policies and procedures, and preparing documents and reports to go before the Mayor or City Council.

Will also directly respond to citizen inquiries and complaints; screen calls, handle issues and provide access to executive manager; plan, coordinate and attend special events and meetings on behalf of executive manager; assist with grant writing, prepare reports and engage in other special projects as designated by executive manager. Work is performed with general direction, working from broad goals and policies.

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 executive 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 executive manager; attending grievance hearings; serving as a liaison

between senior management and department staff and citizens and/or performing other related activities.

Collaborates with internal departments, applicable Boards and Commissions, task forces, advisory groups, the general public, external agencies, contractors, attorneys and/or other interested parties to coordinate activities, review work, exchange information and resolve problems.

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 or City 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.

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 executive 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 executive manager in support of efficient and effective department and/or City 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:

Bachelor's Degree in Business Administration or related field and two (2) years progressively responsible administrative experience involving planning, directing or coordinating the operations of companies, public sector or private sector organizations to include managing daily operations, budgeting, staffing functions and planning the use of materials and human resources. Must have supervisory experience.

LICENSING AND CERTIFICATIONS: Dependent on area of assignment, the Tennessee Municipal Certification may be required.

SUPPLEMENTAL INFORMATION:

KNOWLEDGE AND SKILLS:

Knowledge of administrative principles and practices; public relations principles; budgeting principles; contract development, administration and management principles; financial management principles; program development and administration principles and practices; mathematical concepts; 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; 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: Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N
Child Sensitive: N

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.