

CITY OF VANCOUVER

ADMINISTRATIVE ASSISTANT TO THE CITY MANAGER

DEFINITION

To supervise, coordinate, and perform a wide variety of responsible and complex administrative support duties for the City Manager, Mayor and City Council. Serve as Office Manger, provide supervision of clerical staff; and provide information and assistance to City personnel and the public regarding the City Manager and Mayor's Office.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from City Manager and Program and Policy Development Manager.

Exercise direct supervision over clerical and technical staff.

ESSENTIAL AND OTHER FUNCTION STATEMENTS--*Essential and other important responsibilities and duties may include, but are not limited to, the following:*

Examples of Essential Functions:

Provide a high level of customer service at all times; project and maintain a positive image on behalf of the City of Vancouver.

Manage office support functions; plan, prioritize, assign, supervise and review the work of assigned personnel.

Select, train, motivate and evaluate assigned staff; provide or coordinate staff training, work with employees to correct deficiencies; implement discipline procedures.

Participate as member of City-Wide Leadership Team.

Recommend improvements in work flow, procedures and use of equipment and forms.

Screen office and telephone callers; respond to complaints and requests for information on regulations, procedures, systems and precedents relating to assigned responsibilities.

Participate in the duties relating to administration of a department; assist in preparing comprehensive reports, preparing minutes of meetings, compiling annual budget requests, recommending expenditure requests for designated accounts, and monitoring approved budget accounts.

Collect, compile, and analyze information from various sources on a variety of specialized topics related to programs administered by the position or by the manager; write reports which present and interpret data, identify alternatives and make and justify recommendations.

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Maintain personnel and payroll records; process paperwork for personnel actions including new hires, terminations and promotions; coordinate recruitment process with the Human Resources; monitor performance evaluation dates and provide appropriate forms to staff.

Assist in a variety of department operations; perform special projects and assignments as requested.

Maintain calendars of department activities, meetings and various events; coordinate activities with other City departments, the public and outside agencies.

Examples of Other Functions:

Assist in the drafting and implementation of department policies and procedures.

Organize and oversee complex technical filing systems.

Independently compose correspondence related to assigned responsibilities.

Serve as secretary to various committees and commissions; may take and transcribe meeting minutes.

Operate a variety of office equipment including a computer.

Supervise the ordering and storage of appropriate supplies.

Supervise coordination of travel arrangements for department staff as needed.

Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Policies of the City of Vancouver.

Basic principles and practices of budget administration.

English usage, spelling, grammar and punctuation.

Modern office procedures, methods and computer equipment.

Business letter writing and basic report preparation.

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Public relations techniques.

Principles and procedures of record keeping.

Principles and practices of supervision, coaching, training and performance evaluation.

Ability to:

Perform responsible and difficult administrative and secretarial work involving the use of independent judgment and personal initiative.

Supervise, organize, direct and review the work of staff support.

Perform office management functions in an effective and efficient manner.

Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.

Interpret and apply administrative and departmental policies and procedures.

Independently prepare correspondences and memoranda.

Identify problems and resolve conflicts in an effective manner.

Work independently in the absence of supervision.

Maintain confidentiality related to the area of work.

Operate and use modern office equipment including a personal computer and appropriate computer programs.

Ability to:

Work cooperatively with other departments, City officials and outside agencies.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required

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knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of increasingly responsible administrative secretarial experience, preferably with some supervisory experience.

Training:

Equivalent to completion of the twelfth grade supplemented by specialized administrative secretarial training. College level course work in business administration, computer science, or a related field is desirable.

WORKING CONDITIONS

Office environment.

OPERATING PRINCIPLES

Individuals are expected to work in a manner consistent with the City of Vancouver's Operating Principles; specifically: Work and act as a team player in all interactions with other city employees; provide a high level of customer service at all times; project and maintain a positive image with those contacted in the course of work; develop and maintain collaborative and respectful working relationships with team members and others; and, consistently provide quality service.

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