



**CITY OF CONCORD**  
invites applications for the position of:

## **Executive Assistant to the City Council & City Manager**

**SALARY:** \$35.68 - \$45.53 Hourly  
\$6,184.53 - \$7,891.87 Monthly  
\$74,214.40 - \$94,702.40 Annually

**OPENING DATE:** 09/10/19

**CLOSING DATE:** 10/08/19 05:00 PM

### **JOB CHARACTERISTICS:**

**\*\*\*OPEN & PROMOTIONAL JOB OPPORTUNITY\*\*\***

#### **Executive Assistant to the City Council & City Manager**

The City of Concord is seeking an experienced administrative professional to serve as the next **Executive Assistant to the City Council & City Manager** in the City Manager's Office. This position provides direct support to executive staff and elected officials through a variety of confidential and advanced administrative functions. This position researches, prioritizes, and coordinates responses to incoming resident issues, which requires building bridges to and collaborating with other departments in the organization. The Executive Assistant plans, coordinates, and communicates logistics for internal and external high-level meetings, conferences, workshops and strategic activities for the Executive Team and Council. He/She manages multiple active calendars, coordinating meetings with staff, Councilmembers, and the public. The Executive Assistant also leads the administrative team for the City Manager's Office. The ideal candidate should be an efficient, discrete, and capable individual with the ability to jump in, learn quickly, share a laugh, and solve a problem on the fly.

In addition, the **Executive Assistant to the City Council & City Manager** is someone who:

- Is able to work efficiently in a fast-paced environment;
- Is detail-oriented;
- Possesses a positive, can-do attitude;
- Works well under pressure;
- Possesses excellent communication skills (conveys messages clearly, concisely and persuasively);
- Is technologically savvy (highly proficient in Microsoft Outlook, Word, Excel and PowerPoint);
- Is well organized;
- Is innovative and will seek ways to add value to the organization;
- Handles multiple tasks simultaneously while prioritizing their work effectively;
- Can handle resident concerns with tact and professionalism; and
- Who embraces, promotes and is guided by the [City's Mission, Vision and Values](#)

While not required, a degree is *highly desired*.

### **TYPING CERTIFICATE**

#### **Executive Assistant to the City Council & City Manager**

**A typing certificate issued within the last 12 months is required.** The typing certificate must be attached to the online application and scored according to the following method: 5 minute timed typing exercise, showing a gross rate of speed and a net rate of speed. **This information MUST be included on the typing certificate. Applications received without a valid typing certificate attached, or**

**not meeting the minimum words per minute (55 net WPM) WILL NOT be considered and WILL NOT be contacted to correct the deficiency. Online typing tests/certificates WILL NOT be accepted.**

For a list of agencies where you can obtain your typing certificate, please click [here](#).

### **SELECTION PROCESS**

1. Submit a completed City of Concord application, complete the required supplemental question responses, and attach a valid typing certificate online at [www.cityofconcord.org](http://www.cityofconcord.org) by **5:00 p.m., Tuesday, October 8, 2019**. Only application materials submitted online during the filing period will be accepted.
2. All typing certificates will be verified, and supplemental question responses will be competitively evaluated, and those candidates demonstrating the strongest qualifications for the position will be invited to participate in a proctored multiple choice written exam, which is **scheduled for Thursday, October 17, 2019**. If you are selected to participate in the proctored multiple choice written exam and are unavailable, we regret that we will not be able to reschedule you.
3. Candidates that successfully pass the proctored written exam will be competitively evaluated, and those candidates demonstrating the strongest qualifications for the position will be invited to participate in a proctored practical exercise and panel interview, which is **scheduled for Friday, November 15, 2019**. If you are selected to participate in the proctored practical exercise/interview process and are unavailable, we regret that we will not be able to reschedule you.
4. Successful candidates will be placed on the hiring list, based on rank, for further consideration to fill the current regular vacancy, as well as others occurring over the next 12 months.

**IMPORTANT:** *Contact with candidates will primarily be via email. Make sure you list a current email that you **check regularly** on your application.*

### **EXECUTIVE ASSISTANT TO THE CITY COUNCIL & CITY MANAGER**

#### **Purpose**

Provides complex, responsible, and confidential administrative support to the City Manager and the City Manager's office; as part of this assignment supports Councilmembers in their scheduling, travel, and other City related business needs as assigned.

More specifically, under general direction of the City Manager or his/her designee:

- Performs a wide variety of responsible confidential, complex administrative, technical, programmatic, and secretarial duties;
- Participates in the development, implementation, and administration of administrative policies, procedures, and programs;
- Performs budget monitoring and contract management duties;
- Prepares fiscal, administrative and operational reports;
- Serves as a liaison for the City Manager and Councilmembers with other City departments and staff, outside agencies and organizations, and the general public; and
- Performs related and other work as assigned, all within the context of the City's Mission of providing responsive, cost effective, and innovative local government services through a collaborative effort with the community to make Concord a city of the highest quality.

Incumbents are expected to perform the full scope of assigned duties and to exhibit strong customer service skills and independent judgment and initiative.

The job includes daily to weekly contact and interactions with the City Councilmembers as well as regular contact with governmental officials, representatives of business or community organizations, the public, and all levels of City personnel to exchange information and explain administrative policies and procedures while using tact and discretion.

**Equipment, Methods & Guidelines**

Typically uses computer applications and technology related to the work; a telephone; multi-functioning device (photocopying, scanning and facsimile machine); and automobile. Reference materials include policies and procedures, administrative directives, departmental instructions, and user manuals.

**Working Conditions**

Work is generally performed in an office setting. May involve occasional evening or weekend work occurring beyond the normal workday. Work includes difficult telephone and face-to-face public contact situations and pressure generated by frequent interruptions, deadlines, complaints, and peak workloads.

**Physical Demands**

Work may include prolonged sitting, as well as moderate lifting, reaching, stooping, pulling, and pushing activities; manual dexterity; clear speech; and visual and hearing acuity.

**Supervisory Guidance Received/Given**

This position calls for significant use of independent judgment and self-direction within the structure of a customer service-oriented City Manager's office. Supervision received consists of guidance by the City Manager, the Assistant City Manager, or their designee. Supervision given involves coordinating clerical workflow, providing supervision of job activities to full-time clerical support staff, and prescribing general and detailed methods.

**Allocation Factors/Distinctions**

The position is located in an office having administrative and program responsibilities with considerable breadth, diversity, and impact on overall City operations. The work is sensitive and confidential in nature, involves conveying information on behalf of elective or executive officials, and requires considerable knowledge of City organization and operations.

**EXAMPLES OF DUTIES INCLUDE, BUT ARE NOT LIMITED TO:**

1. Acts as a liaison for the Council with each other, all City departments, and various public and private agencies, expediting the flow of information.
2. Serves as contact and liaison for assigned functions and programs with other City departments and staff, the general public, and outside agencies and organizations; interacts with government officials, City Council, representatives from business and community organizations, the public, and all levels of personnel; resolves sensitive and controversial issues or refers to executive/management staff as appropriate; explains various programs, policies, and activities.
3. Screens calls, visitors, and mail for the City Council, City Manager, and the City Manager's office;
4. Provides information and assistance including responding to sensitive requests for information and assistance; researches information related to City regulations and departmental policies; assists the public and other City staff in interpreting and applying City policies, procedures, codes, ordinances, rules and regulations in response to inquiries that often require the use of independent judgment and the understanding of policies and procedures.
5. Performs a wide variety of complex, responsible, and confidential duties for the City Manager's office and staff; relieves executive and management staff of administrative work including investigating and answering complaints and providing assistance in resolving operational and administrative problems.
6. Maintains a calendar of activities, meetings, and various events for the City Manager, assigned staff, and the City Councilmembers; coordinates activities with other City departments, the public, and outside agencies; directs and participates in coordinating and processing City Manager's office staff and Councilmembers' travel arrangements and prepares related expense reports.
7. Coordinates clerical work activities; determines work priorities and methods; initiates, organizes, maintains, and controls access to complex filing systems and records including highly sensitive files; conducts periodic retention and purging of files in compliance with applicable Citywide records retention policy; may participate in the interview and selection of full-time clerical employees; may train and assist with performance evaluations.
8. Receives visitors, schedules appointments, and receives calls, e-mails and letters for information requests, directing or relaying information to the appropriate parties;
9. Opens, sorts and distributes hard and electronic mail.

10. May assist in coordinating, developing, and monitoring the assigned budget and contracts; monitors expenditures and purchasing activities; prepares purchase orders; receives, and records invoices and fees.
11. Types drafts and finished documents of a variety of materials from written or verbal instruction, including correspondence, reports and other materials that may be sensitive, complex or technical.
12. Prepares reports where the information may be gathered from several sources or may be difficult to organize and compile; searches records and provides factual data from information on file.
13. May attend public meetings, which may include taking minutes of public meetings, creating task lists, and transcribing notes into finished documents.
14. Composes a variety of letters, memoranda, instructions, and other documents on own initiative or from brief notes or verbal instructions.
15. Routinely proofreads documents for correct punctuation, grammar and accuracy and puts documents into final form.
16. For relief purposes, may be assigned clerical or secretarial activities of other personnel.
17. Promotes the City's Mission to make Concord a city of the highest quality by providing responsive, cost-effective, and innovative government services; understands and subscribes to the Vision and Values Statement adopted by the City.
18. Performs special assignments and other work as assigned.

## **QUALIFICATIONS:**

### **Knowledge and Abilities**

Advanced-level of knowledge of modern computer word processing, office, electronic mail and calendar software applications. Considerable knowledge of modern office procedures and practices; of correct punctuation, spelling, and grammatical usage, together with an excellent vocabulary; of filing, indexing, and cross-referencing methods; of the types and uses of common office materials and machines. Working knowledge of the organization and operations of municipal government; and the purpose and functions of the City Manager and City Council.

Ability to organize and coordinate executive office's activities; coordinate multiple calendars; compose correspondence; perform independent research of a variety of office and technical issues; prepare and maintain accurate records and reports; to perform arithmetical calculations; to perform administrative detail and liaison activities; to direct the work of others; to learn and develop recommendations regarding the policies and procedures pertaining to the work; to perform both complex and routine secretarial and clerical work; to research, compile and interpret data; to write effectively, to analyze situations and adapt effective courses of action when dealing with various inquiries, complaints, and problems; to coordinate workflow and direct the work of others; to learn and apply City policies and procedures pertaining to the City Manager's office and City Council; to coordinate and perform multiple activities efficiently; to work effectively under pressure with frequent interruptions; to understand and carry out oral and written instructions; and to establish and maintain cooperative and effective relationships with those contacted in the course of work.

### **Typing Skills**

Ability to type at a speed of 55 words per minute (net) from clear printed copy.

### **Education/Experience**

Any combination equivalent to experience and education that would likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

**Education:** Satisfactory completion of high school or the equivalent, supplemented by specialized secretarial, clerical or administrative training. An Associate of Arts Degree in a related field is desirable.

**Experience:** Five years of responsible administrative work, previous employment in a municipality is desirable.

### **OTHER:**

The position requires a California Driver's License and satisfactory driving record as a condition of initial and continued employment.

\* The use of the classification code followed by the letter "C" denotes an incumbent of a position within this class as a "Confidential Employee" which is defined in City Policy & Procedure No. 23 - Employer-Employee Relations to mean: An employee who has knowledge of decisions of City management affecting employer-employee relations, including the staff of the City Manager, City Council, and Human Resources Department.

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The City of Concord is an Equal Opportunity/Veteran's Preference Employer.

The provisions of this bulletin do not constitute a contract, express or implied and any provisions contained in this bulletin may be modified or revoked without notice. It is a policy of the City to refuse to consider a person for a position whenever that person's relationship to an employee, elected or appointed official, or member of a board or commission has the potential for creating adverse impact on supervision, safety, security, or morale, or involves a potential conflict of interest.

APPLICATIONS MAY BE FILED ONLINE AT:

<http://www.cityofconcord.org>

Position #2019-00055  
EXECUTIVE ASSISTANT TO THE CITY COUNCIL & CITY  
MANAGER  
KC

1950 Parkside Drive  
Concord, CA 94519  
925-671-3308

[Jobs@cityofconcord.org](mailto:Jobs@cityofconcord.org)

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### **Executive Assistant to the City Council & City Manager Supplemental Questionnaire**

- \* 1. Each applicant must complete this supplemental questionnaire as a part of the application screening and selection process. The information you provide will be reviewed and used to determine your eligibility to move forward in the selection process. Incomplete responses, false statements, omissions, or partial information may result in disqualification from the selection process. Do you agree to answer each supplemental question truthfully and that your responses can be verified from information included within the application?
- Yes  
 No
- \* 2. Which best describes your highest level of education?
- Some high school  
 High school or GED  
 Some college  
 Associate's Degree  
 Bachelor's Degree  
 Master's Degree  
 Doctorate Degree  
 None - N/A
- \* 3. If you have an Associate's Degree (or higher), what is your degree in? (If you do not have a degree, type in the letters NA in the box.)
- \* 4. Do you possess any specialized secretarial, clerical or administrative training?
- Yes  
 No
- \* 5. If you responded "yes" to the previous question, please indicate what specialized training you have received.

\* 6. How many years of responsible administrative experience do you have?

- 0 to less than 2 years
- 2 years to less than 3 years
- 3 years to less than 4 years
- 4 years to less than 5 years
- 5 years to less than 7 years
- 7 years to less than 9 years
- 9 years to less than 11 years
- 11 years or more

\* 7. Do you have previous work experience in a municipality?

- Yes
- No

\* 8. Please indicate your level of proficiency in Microsoft Word.

- Beginner
- Intermediate
- Advanced
- I am not proficient in Microsoft Word.

\* 9. In 300 words or less, please describe the features you utilize in Microsoft Word on a routine basis. If you do not have experience using Microsoft Word, please write NA in the box.

\* 10. Please indicate your level of proficiency in Microsoft Excel.

- Beginner
- Intermediate
- Advanced
- I am not proficient in Microsoft Excel

\* 11. In 300 words or less, please describe the features you utilize in Microsoft Excel on a routine basis. If you do not have experience using Microsoft Excel, please write NA in the box.

\* 12. Please indicate your level of proficiency in Microsoft Outlook.

- Beginner
- Intermediate
- Advanced
- I am not proficient in Microsoft Outlook

\* 13. In 300 words or less, please describe the features you utilize in Microsoft Outlook on a routine basis. If you do not have experience using Microsoft Outlook, please write NA in the box.

\* Required Question