

Executive Assistant II

Definition

Under supervision, to perform administrative and secretarial work of considerable difficulty and provide general office management for a Department Head or Executive Manager of a large, complex agency or department with significant impact on the County organization.

Distinguishing Characteristics

The Executive Assistant II reports to a Department Head or Executive Manager of a large, complex agency, or a department within an agency that has a responsibility for business processes impacting the department, agency, or Countywide. The Executive Assistant II classification is distinguished from the Senior Executive Assistant classification in that the Senior Executive Assistant is only allocated to Deputy County Executives, Agency Heads, or the Santa Clara Valley Medical Center Chief Executive Officer (SCVMC CEO).

The Executive Assistant II classification is distinguished from the Executive Assistant I classification in that the Executive Assistant II is only allocated to an Executive Manager who is a Department Head or heads a major department within an agency that has a responsibility for business processes impacting the department, agency, or Countywide. Allocation factors include the size, budget, and complexity of the agency/department(s) managed by the Executive Manager, which includes the level of impact the department has on the County as a whole and the level of responsibility assigned to the executive. The Executive Assistant II assumes considerable administrative responsibilities on behalf of the Executive Manager.

Typical Tasks:

- Independently composes letters and other documents from notes or oral directions;
- Screens office visitors and telephone callers, meets the public, makes appointments, and arranges conferences and speaking engagements;
- Directs callers to other individuals, divisions, or sections of the department, as well as to other departments and officials;
- Relieves the manager of routine and significant administrative details; recommends and implements improvements in procedures;
- Assists in conducting research; gathers and assembles data requiring judgment and discretion;
- Secures information on the status of pending matters and reasons for delay in the completion of projects;
- Maintains office files and records;
- May lead office staff, including training, scheduling, coordinating, and delegating his/her own routine duties;
- Maintains the calendar of the Department Head or Executive Manager;

- Anticipates the Department Head's or Executive Manager's concerns and independently handles or suggests a resolution; interprets the Department Head's or Executive Manager's intentions or directives in the absence of the Department Head or Executive Manager;
- Researches, compiles, and organizes information for the completion of administrative reports, surveys, or other projects;
- Manages projects, such as large mailings, internal distributions, conferences, events, etc.;
- Maintains record-retention plan;
- Makes travel arrangements;
- Resolves issues for visitors on own, reports back to the Department Head or Executive Manager if necessary;
- Attends meetings as the Department Head's or Executive Manager's representative;
- Serves as a liaison to other departments and agencies;
- Acts as the primary contact with various vendors and service providers; makes recommendations for purchase;
- Takes meeting minutes and prepares them for distribution;
- May be assigned as a Disaster Service Worker, as required;
- Performs other related duties as required.

Employment Standards:

Sufficient education, training, and experience to demonstrate the possession and direct application of the following knowledge and abilities:

Training and Experience Note: The required knowledge and abilities are attained through training and experience equivalent to four (4) years of office administrative and/or secretarial experience. Such work must have included providing responsible office support to management staff and administering or coordinating office activities.

Sixty (60) semester college units may be substituted for two (2) years of the office administrative and/or secretarial experience. Experience in dealing with governmental and community contacts is desirable.

Knowledge of:

- Functions and basic operations of an administrative office;
- Modern office methods and practices, including filing systems, business correspondence, and report writing;
- Correct English usage, grammar, spelling, vocabulary, and punctuation;

- Principals and usage of modern information systems.

Ability to:

- Utilize word processing and other applicable software;
- Provide varied secretarial and office administrative assistance to management;
- Organize work, set priorities, meet critical deadlines, and follow up on assignments;
- Use initiative and independent judgement within established guidelines;
- Establish and maintain effective working relationships, including with high level officials, vendors, and the general public who may have complex or sensitive issues;
- Compose correspondence independently or from brief instructions;
- Organize and maintain accurate records and files;
- Make arithmetic calculations with speed and accuracy;
- Operate standard office equipment, including computer;
- Type with speed, accuracy, and efficiency.**

**Departments may selectively recruit for typing speed up to 50 Net words per minute (WPM) depending on departmental need.

Revised: 12/20/2018 - KO

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