

Senior Executive Assistant

Definition:

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

Distinguishing Characteristics:

The Senior Executive Assistant classification is allocated to Agency Heads, Deputy County Executives, the Chief Executive Officer of Santa Clara Valley Medical Center, the Chief Procurement Officer, the Chief Information Officer, the Director, Facilities and Fleet, and the Director, Roads and Airports, and requires increased judgment, independence, and authority to act on behalf of the Executive Manager, as well as greater emphasis on administrative and analytical duties. These positions have significant internal and external contacts at all organizational levels and require considerable tact and discretion. There is regular access to confidential material. Leading other staff is often an integral component of the assignment.

Factors affecting position allocation include the size, budget, and complexity of the agency/departments managed by the Executive Manager, reporting relationships to County Administration or the Board of Supervisors, level of impact the department has on the County as a whole, level of independence and judgment exercised by the Senior Executive Assistant, as well as level of administrative duties assigned to the Senior Executive Assistant.

Typical Tasks:

- Independently composes letters and other documents from notes or oral directions;
- Screens office and telephone callers, meets the public, makes appointments, and arranges conferences and speaking engagements;
- Directs callers to other departments and officials or to other individuals, divisions, or sections of the department where assigned;
- Relieves the executive manager of routine as well as significant administrative details; recommends and implements changes in procedures;
- Assists in conducting research and 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, including those of a confidential nature;
- May lead office staff, including training, scheduling, coordinating, and delegating his/her own routine duties;
- Maintains the calendar of the executive manager;
- Anticipates executive manager's concerns and independently handles or suggests a resolution; interprets manager's intentions or directives in the absence of the executive manager;
- Researches, compiles, and organizes information for the completion of administrative reports, surveys, or other issues;
- Manages projects, such as large mailings, internal distributions, conferences, events, etc.;
- Maintains record-retention plan;
- Makes travel arrangements;
- Resolves issues for visitors on own and reports back to executive manager, if necessary;
- Attends meetings as executive manager's representative;
- Serves as a liaison between the administrator and other departments and agencies;
- Acts as the primary contact with various vendors and service providers and makes recommendations for purchase;
- Takes meeting minutes and prepares 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 knowledge, skills, and abilities required to perform this function are acquired through possession of five (5) 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 substitute for two (2) years of the experience.

Experience in dealing with governmental and community contacts is desirable.

Knowledge of:

- Functions and basic office services 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;
- Computer applications, such as word processing, spreadsheets, and/or databases.

Ability to:

- Utilize word processing and 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 judgment 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 computers;
- Keyboard with speed, accuracy, and efficiency.

**Departments may selectively recruit for typing speed up to 50 Net WPM, depending on departmental need.

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