CITY OF JOPLIN MISSOURI

Job Description

Job Title:	Executive Assistant/ Secretary to City Manager	Classification:	Classified
Department:	City Manager	Grade:	170
Occupational Group:	Administrative Support	FLSA:	Non-Exempt
Status:	Full-Time	Supervisory:	No

Primary Purpose

Under general to limited supervision; performs a variety of administrative support/executive secretarial functions in support of the City Manager. The position assists the City Manager, Assistant City Manager, department heads and other City staff with a variety of highly complex administrative and administrative support functions, special projects, and activities.

Essential Job Functions

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Regular and consistent attendance for the assigned work schedule is essential.

1. Assists the City Manager, the Assistant City Manager, department heads and other City staff with a variety of highly complex administrative functions and special projects including preparing various correspondences and reports.
2. Plans and executes various tasks related to assigned projects including project management, conducting research and coordination for assigned special projects and programs, and performing statistical analyses, as requested.
3. Oversees and monitors assigned projects; maintains files and records related to projects and activities; composes routine and special correspondence. Develops and tracks important deadlines and responses from the City Manager's office; ensures timely responses.
4. Prepares written correspondence for the City Manager to various external and internal agencies; communicates with the public regarding complaints, concerns, and requests for information. Responds to and resolves difficult and sensitive inquiries and complaints.
5. Prepares and administers budgets in relation to assigned projects; develops administrative procedures as required; tracks expenditures and ensures purchases are compliant with City purchasing rules; makes recommendations to City management regarding programs, services equipment, and personnel.
6. Prepares and presents staff reports and other necessary correspondence; develops and presents recommendations on programs, policies, and procedures as a result of assigned projects.
7. Supervises and directs interns for the City Manager's office, when requested.
8. Acts as the City Manager's office liaison in working with Department staff to develop and evaluate programs. Confers with department heads and managers to develop program goals/objectives.
9. Manages the administrative tasks of the City Manager's office, including monitoring expenditures, assisting with budget development, planning, assigning, and reviewing the work of interns, preparing requisitions, reports, and records, researching/preparing responses to citizen questions/complaints, organizing and overseeing the maintenance of office records and files; maintains the City Manager's calendar and itinerary.
10. Researches and prepares the City of Joplin Annual Report with input from the City Manager and Assistant City Manager.

11. Prepares reports and other materials for submission to the City Council; participates in continuous improvement of activity including promoting the concepts, coordinating training, and monitoring results.
12. Develops, maintains, and analyzes data needed for decision-making and tracking purposes using a variety of database software and spreadsheet applications.
13. Attends, records, and participates in top-level management meetings; offers ideas and recommendations regarding the issues being discussed; researches and prepares communications for the Mayor and other top-level City officials.
14. Maintains schedules and calendars for City Council members' and Mayor's activities/meetings.

Other Duties

- Ensures compliance to relevant rules, regulations, ordinances, and directives that may be established by the City Manager, City Council, State of Missouri, and Federal Government.
- Collaborates with members of the City's Management Team to promote a cohesive and positive working environment.
- Researches, develops, and recommends solutions to organizational-related issues and concerns; establish and document processes that support the continuous improvement of City operations and services.
- Partners with internal leaders and subject matter experts to reconcile variations and conflicts in processes, policies, and practices to work towards simplification, standardization of service delivery, and improved customer service.
- Attends and participates in professional group meetings.
- Stays abreast of new trends and innovations in the field of city management and administration.
- Answers telephone and handles customer inquiries.
- Assists with special events and programs, as needed.
- Performs other duties as assigned.

Minimum Qualifications

Knowledge of: General office management principles and practices including records maintenance, budgeting, and computer systems applications; City Charter, City Code, ordinances, policies, and procedures; functions, services, programs, and enforcement responsibilities of city departments; basic principles and practices of public administration; research, analysis, problem solving, and dispute resolution techniques; Microsoft Office Suite.

Skill in: Organizing and coordinating a variety of administrative projects and activities of self and others; developing narrative and statistical reports related to City programs, functions, and activities; researching, analyzing, and developing solutions to problems/issues involving City practices and procedures; understanding and interpreting complex laws, rules, policies, and procedures; developing formulas and computations for spreadsheet and database applications; Microsoft Office Suite.

Education: High school diploma or GED equivalent required. Bachelor's degree from an accredited college in Public Administration, Business Administration, or related discipline preferred. Advanced education in lieu of work experience may be substituted on a year-for-year basis.

Experience: Five years progressively responsible administrative support experience; preferably as an executive level assistant or administrative assistant.

Licenses and Certifications: Possess and maintain a valid state issued driver's license.

Physical Demands Requirements and Working Conditions

This is primarily an office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset members of the public or their representatives while enforcing departmental policies and procedures.

Miscellaneous Requirements

Requires successful post-offer completion of a background investigation, physical exam and drug test as a condition of employment with the City of Joplin.

Revision Date: 11/01/2021	Type of Change: Update position
Revision details: City-wide job description revision and updates.	