

EXECUTIVE ASSISTANT

DEFINITION

Under general supervision, performs a wide variety of responsible, confidential, and complex administrative duties in support of the Santa Clara County Housing Authority (Agency) Deputy Executive Director, Executive Director, and Board of Commissioners; coordinates, implements, and monitors special programs and projects; acts as the first point of contact for the Deputy Executive Director, Executive Director, and Board members, other departments, and the public to resolve issues and concerns to provide information requiring considerable knowledge of Agency services, policies, and procedures; manages the office administrative functions of the Executive Department; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Senior Management Analyst. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is the advanced journey-level class in the administrative support series assigned to provide support to the Executive Department and serve as Clerk of the Board. Incumbents perform a variety of administrative and project coordination support work for the Deputy Executive Director, Executive Director, and associated staff. The work requires extensive public contact, the frequent use of tact, discretion, and independent judgment, thorough knowledge of Agency programs, projects, and activities, and the ability to conduct projects independently. Incumbents recommend and implement office policies and procedures. This class is distinguished from other administrative support classes in that the nature, scope, and diversity of responsibilities originate at an agency-wide level requiring a broader understanding of Agency functions and by the performance of the Clerk of the Board duties.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

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.

- Provides confidential secretarial, administrative and project support for the Deputy Executive Director, Executive Director, and Board of Commissioners; acts as a liaison between the Executive Department, other staff, outside agencies, and the public, coordinating resolutions when appropriate.
- Serves as Clerk of the Board and provides administrative support for a variety of Board meetings, including affiliate entity board meetings and management meetings; schedules meetings, prepares agendas, issues public notices, assembles and distributes packets, attends meetings, takes and transcribes meeting minutes, and records official action taken at Board meetings; maintains official meeting records, such as resolutions, ordinances, contracts, bonds, and other official files and documents; ensures that records with the State or other governing agencies are kept up-to-date; follows-up on outstanding action items from each Board meeting where necessary.
- Coordinates the processing of public records requests; ensures compliance with the Public Records Act, and the Brown Act; reviews and monitors legal requests for records; ensures that all public records are open to inspection at all times during office hours and that every person's right to inspect any public record of the Agency is upheld.
- Oversees the Statement of Economic Interest Form 700 process for Board and affiliate corporate Board members.
- Administers department projects and/or programs as assigned by the Deputy Executive Director and Executive Director; provides assistance in various research and department-related projects, including contract agreements, subpoenas and public information requests, and grant applications.
- Develops and administers the Executive Department, Board, and Housing Authority Reserves Account (HARA) budgets; reviews and gathers data for development of variance reports; and, monitors revenues and expenditures.
- Organizes and carries out administrative assignments; researches, compiles, and organizes information and data from various sources on a variety of specialized topics related to programs in assigned area; checks and tabulates standard mathematical or statistical data; prepares and assembles reports and other informational materials.
- Schedules and/or coordinates meetings, seminars, conferences, and training sessions for Executive staff and Board members; coordinates and schedules meetings with Agency legal counsel.

- Composes, types, edits, and proofreads a variety of complex documents, including forms, memos, administrative, statistical, financial, and staff reports, and legal and general correspondence for the Deputy Executive Director and Executive Director; inputs and retrieves data; checks draft documents for punctuation, spelling, and grammar; makes or suggests corrections; redacts confidential information as needed.
- Prepares and processes reports, forms, and records, such as subpoenas, requests for payments, purchase orders, invoices, legal documents, notices, draft resolutions, and mailing lists for public hearing items.
- Makes all travel arrangements, including, transportation, and lodging, conference/training registrations for Executive staff and Board members and prepares and submits travel reimbursements requests as needed.
- Screens calls, visitors, and incoming mail and emails; assists and directs the public, tenants, property managers, property owners, and other agencies to appropriate locations and/or staff; responds to complaints and requests for information; interprets and applies regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from the public.
- Coordinates on-boarding requests and office/cubicle moves for new hires and existing staff.
- Monitors and orders office and other related supplies; prepares, processes, and tracks purchase requisitions for services and materials; receives vendor invoices; prepares request for payment for management approval.
- Establishes and maintains contact and working relationships with all Agency departments, local, state, and federal agencies for acquisition of necessary information, and/or for the implementation of cooperative programs and activities.
- Performs other duties as assigned.

QUALIFICATIONS

Education and Experience:

An associate degree in office management, finance, business studies, secretarial science, or related field; and five (5) years of experience performing increasingly responsible and confidential clerical and administrative tasks with reporting responsibility to a department director, including two (2) years of experience providing administrative support to a committee, board, and/or commission.

Licenses and Certifications:

None.

Knowledge of:

- Practices and methods of office management and administration including modern office administrative and secretarial practices and procedures, including the use of standard office equipment and computer applications.
- Principles, practices, and procedures related to public agency records retention and Clerk of the Board functions.
- Organization and function of public agencies, including the role of appointed Commissions, committees, and boards.
- Records management principles and practices, including legal requirements for recording, retention, storage, and disclosure.
- Applicable federal, state, and local laws and Agency resolutions, policies, and procedures relevant to assigned area of responsibility.
- Business letter writing and standard formats for reports and correspondence.
- Principles and practices of research, data collection, and report preparation.
- Record-keeping principles and procedures.
- Business mathematics and basic statistical techniques.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Agency staff.

Ability to:

- Perform responsible administrative and secretarial support work with accuracy, speed, and minimal supervision using tact and discretion.
- Prepare and compose official minutes, resolutions, legal and general correspondence, independently or from brief instructions.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Conduct research projects, evaluate alternatives, and make sound recommendations.

- Coordinate and maintain official records for the Agency.
- Coordinate and administer programmatic, administrative, project, and budget activities.
- Interpret, apply, and explain administrative and departmental policies and procedures.
- Research, interpret, summarize, and present administrative and programmatic information and data in an effective manner.
- Understand the organization and operation of the Agency and of outside agencies as necessary to assume assigned responsibilities.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Make accurate mathematical, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Effectively represent the department and the Agency in meetings with other staff, outside agencies, community groups, and the public.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary 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. 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 up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances, duties of this class may be performed in an environment with exposure to various odors/fragrances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.