

EXECUTIVE ASSISTANT TO THE COUNTY MANAGER

DEFINITION OF WORK

Employee in this classification performs highly responsible advanced journey-level administrative office management work for the County Manager. An employee in this class is the main point of contact for all County departments, public officials, and the citizens of Cumberland County. Work in this class includes performing a variety of administrative, administrative support, and records keeping duties requiring independent initiative. Work requires that employee to establish and maintain calendars, meetings, schedules, correspondence, confidential personnel matters, travel, phones, visitors, citizen's complaints, office filing and data base systems, and organize information flow for citizens and department heads. Secretarial, clerical, document production, and records keeping duties are considered at the advanced journey level and require tact and discretion in handling public information matters in the program areas. Work requires knowledge of full organizational operations in order that the role may perform effectively and serve as backup and at a competent level in several roles. Work requires a significant level of independence, self-initiative, and program knowledge. Precedent setting situations are referred to higher level supervisors. Guides may include a variety of written manuals and instructions, as well as oral instructions. Sound judgment is required in performing the tasks. Work is performed under the supervision of the County Manager and is evaluated through observation, conferences, and the quality and effectiveness of work completed.

EXAMPLES OF WORK

Employee establishes and maintains files, data bases, and data management systems, both electronic and paper for efficient retrieval for the County Manager; supervises and participates in the reception function for the organization; screens calls and inquiries; secures and provides information; handles public requests for services or information; receives and greets visitors; provides information concerning visitors' needs; handles most requests independently; secures information via telephone or personal contact; selects appropriate materials to answer questions; prepares a wide variety of documents; types correspondence, memoranda, notes, reports or other materials; reviews work for compliance with instructions, spelling, punctuation and basic grammar; proofreads final proof of materials; directs the implementation of the complete reassessment and revision of the County's policies and procedures; works daily with legal requests, confidential issues, employee issues, employee compensation and employee grievance filings; establishes priorities for the completion of work; manages all aspects of administrative and clerical responsibilities for the County Manager's Office; receives work from the County Manager, Deputy County Manager, and Assistant County Manager; serves as an ombudsman for handling and receiving all complaints; develops the annual agenda schedules or the Board of Commissioners' meetings and reviews items prepared by the departments; reviews all documents prior to them being placed on the agenda; prepares and manages the budget for the Department; assists with agenda preparation and insures proper distribution of agenda materials; maintains minutes of meetings; drafts letters, memoranda, reports and other materials; reviews and verifies records and reports for correct information; processes documents based on review and verification; files and retrieves materials based on limited information and performs periodic follow-up activities; requests and compiles information requiring the selection of data from established records or reports; establishes data bases, spreadsheets or other electronic methods of storing, retrieving, and tracking data; screens and routes materials according to content of communications; may do research or pull related materials from files; maintains data bases, activity records, budget line item activities, and files; initiates appropriate follow-up or further action based on the status of office activity; maintains confidentiality of personnel files, records, and information; performs related work as required.

EMPLOYMENT STANDARDS

Education and Experience:

Graduation from a community college with an Associate degree in business or secretarial sciences with three years of progressive administrative experience at an advanced level; or an equivalent combination of education and experience.

Knowledge, Skills, and Abilities:

Thorough knowledge of modern and effective office practices and procedures; thorough knowledge and ability to use correct grammar, vocabulary, and spelling; thorough knowledge of office automation equipment and software including word processing, data base management, presentation software, and spreadsheets; considerable knowledge of organizational services, structure, policies, procedures, and related regulations; ability to communicate effectively in person and by telephone; ability to gather and give basic information and instructions on Departmental programs based on inquiries; ability to diffuse citizens who are very upset, irate, volatile and unpredictable; ability to be tactful and courteous; ability to gather and compile materials from a variety of sources; ability to use judgment in organizing and establishing formats; ability to demonstrate initiative in all work processes; ability to record information and balance figures; ability to establish and maintain effective working relationships with the general public, supervisors, and employees; ability to maintain confidential information.

SPECIAL REQUIREMENTS

Background check with local law enforcement agency required. Some positions within classification may require a valid North Carolina driver's license. Condition of Employment: Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA REQUIREMENTS

Employees are subject to hazards associated with working in an office environment.

PHYSICAL REQUIREMENTS

Must be able to physically perform the basic life operational support functions of standing, walking, fingering, talking, hearing, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.

Must possess the visual acuity to compile and compute data and statistics, operate a computer terminal, proof read materials, and do extensive reading.