

## **MANAGEMENT ASSISTANT**

### DEFINITION

To perform complex technical, administrative and programmatic support duties for a City department, management, staff, and/or boards and commissions; conduct research and analysis and prepare a variety of reports and documents; provide technical assistance for a wide variety of assignments related to administration of budgets, contracts, and department programs; coordinate assigned programs, projects, and services with other departments, divisions and outside agencies; and perform related duties as assigned.

### CLASS CHARACTERISTICS

This is an advanced journey-level administrative support classification responsible for performing the most complex administrative work. Incumbents regularly work on tasks which are varied and complex requiring considerable discretion and judgment. Positions in the classification rely on experience and judgment to perform assigned duties. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to complete assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements. This class is distinguished from the Administrative Clerk I/II that the latter performs administrative support work within standard parameters requiring minimal knowledge of departmental processes or independent judgement.

### SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. May exercise technical and functional direction over and provide training to lower-level staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Provide technical, administrative, project, and/or program support for assigned management and department; acts as a liaison between management and other staff, outside agencies, and the public, coordinating resolutions when appropriate.

Conduct and carry out complex technical and administrative assignments and special studies and projects; research, compile, and organize information and data from various sources on a variety of specialized topics related to programs in assigned area; prepare technical reports.

## DRAFT

Independently compose, type, edit, and proofread a variety of documents, including forms, memos, administrative, statistical, financial and staff reports, and correspondence for department management and staff; verify and review forms and reports for completeness and conformance with established regulations and procedures; apply departmental and program policies and procedures in determining completeness of applications, records, and files.

Assist with requests for proposals as well as bids for projects and/or services; prepare and maintain bid results and updates specifications; review and verify compliance documentation; maintain copies of contracts, bid documents, proposals, and related information.

Develop and implement a variety of record-keeping systems; direct and/or participate in implementing the departments record retention program in accordance with the City's records destruction policy.

Evaluate office and inter-departmental procedures and make recommendations for modifications as necessary to maintain efficient and effective office operations; develop and revise office forms and report formats.

Screen calls, visitors, and incoming mail and emails; assist and direct the public to appropriate locations and/or staff; respond to complaints and requests for information; interpret and apply regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from the public.

Perform other clerical/administrative work as assigned including, monitoring and ordering office and other related supplies, arranging meetings and making appointments, maintaining calendars, and scanning, filing, and copying documents.

May provide technical and functional direction to administrative staff; train employees in work principles, practices, methods, policies and procedures; assist with task prioritization.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Performs related duties as required.

### MINIMUM QUALIFICATIONS

#### Knowledge of:

City-wide as well as departmental and divisional administrative procedures, practices, and principles.

## DRAFT

Organization and function of public agencies, including the role of an elected City Council and appointed boards and commissions.

Principles and practices of research, data collection, and report preparation.

Budget monitoring and tracking techniques.

Business letter writing and the standard format for reports and correspondence.

Recordkeeping principles and procedures.

Principles of providing functional direction and training.

Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.

Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

Modern equipment and communication tools used for business functions and program, project, and task coordination.

### Ability to:

Perform complex technical, clerical, and administrative support work with accuracy and speed.

Gather and compile information from a variety of sources.

File and maintain automated and hardcopy records with accuracy.

Handle disputes and complaints in a calm and tactful manner.

Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.

Evaluate alternatives and make judgments within established policy and procedural guidelines.

Maintain a variety of filing, recordkeeping, and tracking systems.

Make accurate arithmetic, financial, and statistical computations.

Prepare and compose clear and concise reports, correspondence, documentation, and other written materials.

## DRAFT

Effectively provide staff leadership and work direction.

Use tact, initiative, prudence, and judgment within general policy and procedural guidelines.

Organize work, set priorities, meet critical deadlines, and follow-up on assignments.

Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.

Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.

### Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

#### Experience:

Three (3) years of increasingly responsible experience performing technical, clerical, and administrative support.

#### Training:

Equivalent to the completion of the twelfth grade.

Established June 15, 2026; RES: 2026-###

Revised: N/A

FLSA: Non-Exempt