



City of Phoenix
SECRETARY TO THE CITY MANAGER
(Non-classified)

JOB CODE 01010

Effective Date: 02/13

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to provide secretarial support and to ensure that administrative procedures are adhered to within policies established by the City Manager. This position is characterized by responsibility for a variety of administrative activities to be met with minimal supervision. The Secretary to the City Manager is required to make, and is held accountable for, decisions made on operating problems in the City Manager's personal office. This class is distinguished from Administrative Secretary by the reporting relationships and responsibility for work products usually required under critical time deadlines and on topics and activities requiring the utmost confidentiality, and distinguished from Secretarial Supervisor principally by the difficulty and variety of assignments for which responsible.

ESSENTIAL FUNCTIONS:

- Oversees the flow of periodic and special reports between City Manager's Office and various departments;
- Participates in the preparation of the budget and establishes fiscal control of budget implementation;
- Gathers data and other information and prepares reports and recommendations for action;
- Prepares written directives procedures and bulletins;
- Talks with citizens making complaints or requesting service in person or by telephone, providing necessary information and following through on problems;
- Takes stenographic dictation, types and edits drafts;
- Keeps City Manager informed of details affecting office management decisions;
- Issues instructions in the name of the City Manager;
- Reviews incoming correspondence, drafting responses on matters for which authority has been delegated;
- Keeps and reviews complex financial, personnel and department transaction records;
- Makes arrangements for meetings and assures that proceedings are properly recorded;
- Maintains regular and reliable attendance;



City of Phoenix

- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity;
- Works more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Business English, spelling, and arithmetic.
- Principles of office management.
- The policies and procedures of the City.

Ability to:

- Work effectively under pressure.
- Communicate orally in the English language with customers, clients, and the public in a face-to-face, one-to-one setting or by telephone.
- Plan, organize and direct the work of employees performing a variety of secretarial and clerical work.
- Produce written documents in the English language with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Keep complex records, assemble, and organize data and prepare reports from such information.
- Work cooperatively with other employees, City elected officials and their staff, and the general public.
- Work safely without presenting a direct threat to self or others.

Additional Requirements:

- Some positions will require the performance of other essential or marginal functions depending upon work assignment, location, or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

Five years of progressively responsible secretarial experience, including two years at an administrative secretary level. Certification as a Certified Administrative Professional by International Association of Administrative Professionals (IAAP) is an acceptable substitute for all other education and experience. Other combinations of experience and education that meet the minimum requirements may be substituted.