



City of Phoenix

OAT Executive Administrative Assistant

Job Code:	06850	Job Function:	General Administration
Salary Plan:	001	Grade:	035
FLSA:	Exempt	Labor Assign:	Non-Represented Groups
Benefit Cat:	008	EEO-4:	Paraprofessionals
SOC:	43-6011.00	Last Revision:	September 2020

The listing of duties and responsibilities shall not be held to exclude other duties not specifically mentioned that are of similar kind or level of difficulty as the essential functions of the classification. They are intended to describe the general nature and level of work being performed by individuals assigned to positions in this classification.

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to engage in highly complex and difficult administrative problems. This position works with complex and difficult situations and must exercise confidentiality and diplomacy. The position will provide leadership and direction to professional staff performing diverse functions. The position has very substantial responsibilities in working with heads of other departments and public groups in coordinating, assembling, and preparing requests for information, in assisting management in the development of complex administrative reports, organization restructuring, detailed research projects, and preparation of sensitive documents and recommendations.

SUPERVISION RECEIVED/GIVEN:

Work is performed under the most general supervision, and is evaluated primarily on the basis of results achieved.

ESSENTIAL FUNCTIONS:

- Resolves complex and difficult administrative problems
- Participates in complex organizational and procedural analyses
- Evaluates recommended organizational changes and reports on the merit of the recommendations
- Prepared a variety of public and administrative reports
- Writes difficult and complex financial and administrative reports, correspondence, and internal memorandums
- Assists with communication and implementation of management improvements
- Resolves customer or citizen complaints in accordance with established policies and regulations
- Maintains confidentiality in accordance with applicable protocols
- Maintains regular and reliable attendance
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity



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- 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:

- Goals, objectives, policies, and procedures of the Office
- The principles, methods, and practices of municipal finance, budgeting, and accounting
- Municipal administration problems and their solutions
- Research techniques, methods, and procedures
- Electronic spreadsheet, data base, and word processing computer applications

Ability to:

- Work under pressure (i.e., handling significant problems and tasks which come up simultaneously and/or unexpectedly and approaching deadlines)
- Analyze, interpret, and report research findings and recommendations
- Develop and maintain confidential and trusting relationships with a variety of stakeholders, exercising diplomacy and tact
- Comprehend and make inferences from written material in the English language
- Work cooperatively with other City employees and the public
- Produce written documents with clearly organized thoughts using proper English sentence construction, punctuation, and grammar
- Communicate orally with other City employees, customers, and the public in face-to-face one-on-one settings, in group settings, or using a telephone
- Observe, compare, or monitor data included in management reports to determine compliance with procedures
- Work safely without presenting a direct threat to self or others

Additional Requirements:

- Subject to meeting appropriate background standards
- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage

ACCEPTABLE EXPERIENCE AND TRAINING:

A bachelor's degree in public administration or a related field.

Five years of experience in public administration or research and finance, including one year of experience providing direct support to an executive.

Other combinations of experience and education that meet the minimum qualifications may be substituted.