

**CITY OF BLACK HAWK
2016 Job Description**

JOB TITLE:	Executive Administrative Assistant	DEPARTMENT:	Administrative Services
REPORTS TO:	Administrative Services Director	EXEMPT:	No
HIRING RANGE:	\$24.7600 - \$28.4740/HR		

SUMMARY

Provide highly responsible administrative assistance to Administrative Services Director and the department. The position is an integral part of the Executive Team representing the Office of the City Manager, Office of the City Clerk, and Employee Services; therefore, a sense of decorum is required that is appropriate and suitable to the office. The individual shall possess a mastery of office skills, exercise initiative and judgment, make decisions within the scope of assigned authority, and provide general information and assistance to the public.

DUTIES AND RESPONSIBILITIES

Administrative Services

- Interface with the public, City staff, and vendors tactfully, courteously, and effectively. Greet visitors; ascertain nature of business, and direct visitors to appropriate office. Answer telephone and give information to callers.
- Perform a variety of general office support duties, including the following: making copies; receiving, sorting, and time-stamping documents; distributing incoming and outgoing correspondence; and maintaining and ordering office supplies.
- Perform a wide variety of complex, responsible, and confidential office duties.
- Serve as primary postal and UPS clerk for the City. Pick up, deliver, and process mail from the post office and UPS pickup and delivery. Maintain postage meter machine and UPS account.
- Initiate and maintain a variety of files and records relating to the department.
- Maintain and update resource materials.
- Maintain active membership status of various organizations for the City Manager, Human Resources, and Risk Management.
- Stay up to date on City policies, procedures, laws, and regulations in response to inquiries and complaints; refer inquiries and process complaints.
- Compile information to be used in special projects and reports. Maintain and update all projects, reports, and written files. Scan select files into the appropriate electronic file location.
- Independently respond to letters and general correspondence of a routine nature.
- Administer City Scholarship Program, process applications and check requests, and maintain records.
- Maintain appointment and travel schedules and calendars; arrange meetings and conferences.

- Provide budget support. Perform continuous analysis of expenditures. Compile, record, and route invoices.
- Provide technical computer software support to the department.
- Create and maintain standard operating procedures for Administrative Services Department in Policy and Procedure Manager software.
- Provide Notary services for the public and City staff.
- Serve as back up to the Deputy City Clerk, covering office during lunch breaks and vacations.
- Perform other duties as assigned.

Communications and Outreach

- Maintain approved City of Black Hawk branding and identity guidelines.
- Produce and manage branded materials. Work independently to design draft versions of graphics, print pieces, and marketing materials including form templates, letterhead, flyers, brochures, multi-page documents, and presentations.
- Maintain marketing product inventory and facilitate branded merchandise supply orders.
- Compile and maintain digital graphic and photo archive. Photograph City functions and environments to support graphic and web production, publications, and marketing campaigns.
- Execute City social media marketing and maintain social media accounts.
- Prepare and distribute quarterly editions of City newsletter.
- Maintain and update City website. Manage, monitor, create, and execute website content, design, functionality, and user experience. Work with City departments to maintain pages, guide messaging, and make recommendations.
- Copywriting and editing in the form of emails, letters, mailers, flyers, press releases, and other materials as needed.
- Review news reporting agencies for media items pertaining to the City on a weekly basis. Compile media reports for City Council packets.
- Perform other related duties as assigned or as requested by City departments.

Risk Management

- Assist the Administrative Services Director in preparing annual evaluations of property casualty and workers' compensation insurance through City's Insurance broker.
- Receive, process, and file property casualty claims for the City; research the validity of the claim by gathering information, such as police reports, and discuss liability with appropriate management staff and outside insurance company; prepare staff reports, resolutions, and/or proper correspondence related to claims; prepare documents and gather data to pursue cost recovery and restitution for the City.
- Assist in annual loss control audit and property inspections.
- Perform other duties as assigned.

SUPERVISORY RESPONSIBILITIES

None.

QUALIFICATIONS

Knowledge of:

- English usage, spelling, grammar, and punctuation.
- Current technology for office procedures, methods, and computer equipment.
- Business letter writing and in-depth report preparation.
- Principles and procedures of record keeping.
- Basic financial and accounting methods and procedures.

In-depth knowledge of:

- Desktop publishing software and design practices.

Functional knowledge and understanding of:

- All areas of the City Clerk's Office.
- Property casualty insurance.

Ability to:

- Perform varied and complex office and technical administrative work.
- Follow complex verbal and written instructions.
- Analyze, prepare, and maintain complex reports and records.
- Communicate effectively and concisely, orally and in writing.
- Establish effective working relationships with employees, citizens, various public and private groups, and governmental agencies.
- Prioritize work and address emergency situations as necessary.
- Work on multiple projects simultaneously.
- Understand the organization and operation of the City and outside agencies as necessary to assume assigned responsibilities.
- Compile and maintain complex and extensive records and prepare reports.
- Maintain confidential data and information for executive staff.
- Type at a speed necessary for successful job performance.

EXPERIENCE, KNOWLEDGE, AND SKILLS

- High school or GED graduate, preferably supplemented by college-level coursework in business, and five years of progressively responsible executive administrative support and technical experience that provides the following knowledge and skills:
 - Thorough knowledge of modern office procedures and practices.
 - Knowledge of business math and basic accounting.
 - Skill in the use and care of a variety of software and office machines and equipment.

- Strong knowledge of other City departments and how they interrelate in the daily business of the City.
- Background in communications, marketing, and graphic design desired.
- Background in property casualty claims processing desired.

EQUIPMENT USED

Constant daily use: telephones, cell phones, computers, software, calculators, copy machines, fax machines, and scanners.

COMMUNICATION SKILLS

- Ability to respond to common inquiries or complaints from the general public, residents, City employees, officials, and outside agencies in a tactful and expedient manner.
- Ability to effectively present, both in verbal and written form, information to elected officials, members of the Management Team, City employees, the public, and outside agencies.

REASONING ABILITY

Identify problems, collect data, establish facts, and draw valid conclusions.

PHYSICAL DEMANDS

The employee is regularly required to sit, stand, walk, reach with hands and arms, stoop, kneel, crouch, or crawl. Work in this position is generally limited to a standard office environment, but the employee must occasionally lift and/or move up to 25 pounds. The employee is also regularly required to talk, hear, and use hands and fingers. Specific vision abilities required by this position include close, distance, color, and peripheral vision, as well as depth perception, and the ability to adjust focus.

COMMENTS

The intent of this job description is to describe the types of job tasks and levels of responsibility and difficulty required of persons assigned to this job title. This is not to be considered a detailed description of every duty/responsibility of the job.

The City of Black Hawk is an Equal Opportunity Employer. Pursuant to the *Immigrations Reform and Control Act*, it is the City's intention to hire only individuals who are United States citizens or aliens authorized to work and live in the United States.

I have read and fully understand the duties of the job description.

Signature: _____

Date: _____