



# MARIN MUNICIPAL WATER DISTRICT

## Executive Assistant to the General Manager

### **DEFINITION**

Provides a wide variety of highly responsible, challenging and complex professional and confidential assistance to the General Manager and other senior staff as assigned. Manages, directs and participates in projects and programs. Provides sensitive and confidential administrative and secretarial support functions. Performs challenging and complex duties in support of the General Manager in his/her interactions with elected officials, officials of other government agencies, District senior management, union officials, community stakeholders, and the media.

The incumbent provides effective leadership to subordinate staff and maintains an environment that fosters positive employee engagement, high productivity, and effective communication.

### **DISTINGUISHING CHARACTERISTICS**

This class is distinguished from other administrative support positions by its supervisory responsibilities and by the wider variety of more complex tasks performed, the greater degree of independence exercised, and the high degree of confidentiality required. The incumbent is required to use initiative, independent judgment, tact, and discretion, particularly when dealing with District management staff, members of the Board of Directors and community stakeholders.

### **EXAMPLES OF DUTIES**

Typical duties may include but are not limited to the following:

- Acts as confidential executive assistant to the General Manager; provides a wide variety of clerical and administrative support; manages and participates in projects and programs located in the General Manager's office;
- Assists in the implementation and follow-up on Board decisions and requests as directed by the General Manager;
- May supervise administrative support personnel who are assigned to work in various divisions providing support to division managers or department managers;
- Gathers and analyzes data on a variety of administrative and policy matters; develops recommendations and prepares and presents related reports;
- Researches and compiles data for special reports; collects and assembles data and background materials for a variety of reports, charts, spreadsheets and related documents;
- Composes, proofreads and edits a wide variety of documents and correspondence;

- Attends Board of Director, committee and related meetings when necessary;
- Provides assistance to the Board as needed;
- When serving as a back-up for the Board Secretary, prepares, assembles and distributes agenda materials for regularly scheduled and special Board meetings and committee meetings; attends evening Board meetings, takes notes, prepares accurate minutes of such meetings, and after review and approval, maintains official records of such minutes;
- Receives and screens visitors and telephone calls, providing information and handling issues that may require sensitivity and use of sound, independent judgment and the knowledge and interpretation of the District's rules, regulations, policies and ongoing projects; responds to requests for information and complaints, refers matters to appropriate District staff and/or takes or recommends action to resolve the request or complaint;
- Works with the District's General Counsel office on Public Records Act requests;
- Tracks, to resolution, complex customer complaints or expressed concerns;
- Initiates and maintains a variety of files and records as needed, including confidential materials;
- Works with executive management to modify and maintain the District's document management process including retention schedules;
- Schedules appointments; prepares and keeps meeting calendars;
- Makes arrangements for meetings and special events including equipment, room set up and meals; makes travel and conference arrangements; prepares travel expense documents for submission to finance;
- Protects the confidentiality of information privy to executive management;
- Follows applicable safety rules and regulations;
- Performs related duties as assigned.

### **QUALIFICATIONS FOR EMPLOYMENT**

Knowledge of:

- Principles and practices of efficient and effective modern office management to support an executive manager;
- Modern technology and software programs for word processing, spreadsheets and presentations; and proper document formatting;
- Principles and practices of effective supervision;
- Strong interpersonal and communication skills to build effective professional relationship skills with staff and stakeholders;

- English usage, spelling, vocabulary, grammar and punctuation;
- Local government organizational structure needed to make proper connections and to gather information on behalf of the General Manager.

Ability to:

- Communicate effectively, both orally and in writing;
- Perform difficult clerical and office administrative work to effectively relieve the General Manager of routine administrative details;
- Learn, interpret and apply rules, regulations, and policies governing the Marin Municipal Water District;
- Analyze situations accurately and adopt an effective course of action;
- Assume responsibility and use good judgment in recognizing the scope of the position's authority;
- Compose correspondence and reports independently;
- Effectively use word processing, spreadsheet, and other software necessary to perform assigned functions;
- Type at a speed necessary for successful job performance;
- Organize work, set priorities, and meet critical deadlines with a minimum of supervision;
- Understand and carry out written and oral instructions;
- Deal effectively with a wide variety of personalities and situations requiring diplomacy, tact, judgment, poise and firmness;
- Travel to alternative work locations and off-site meetings, depending on assignment.

**TRAINING AND EXPERIENCE:**

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

- Minimum of five years of increasingly responsible advanced clerical or administrative experience, at least two of which must have been at the executive level;
- Minimum High School graduation or equivalent. Additional college course work related to secretarial or administrative duties is highly desirable.

**OTHER REQUIREMENTS**

- Per California Government Code, Title 1, Division 4, Chapter 8, Section 3100 "all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law."
- Must be available to attend evening meetings

**LICENSES AND/OR CERTIFICATIONS**

- Possession of an appropriate California driver's license issued by the State Department of Motor Vehicles and satisfactory driving record.

**PHYSICAL DEMANDS AND WORKING CONDITIONS**

During the course of performing job duties the employee will need the mobility to work in a standard office setting, use standard office equipment such as a personal computer, word processing and data base software, calculator, a copy and/or fax machine; enter and retrieve data from personal computers and terminals via keyboards which is often performed while sitting for extended periods of time; operate office equipment requiring repetitive arm/hand movement and/or the coordinated movement of more than one limb simultaneously. The employee frequently stands, walks, bends at neck and waists, twists at neck and waist, uses repetitive hand movement, uses simple and power grasping with both hands, uses fine manipulation of both hands and fingers, and may require use of the arms above the shoulder, climb or balance; stoop, kneel or crouch. This position requires that the employee demonstrate adequate hearing and speech to converse in person and over the telephone, and vision to read printed materials and use a computer screen. The employee is occasionally required to lift and carry short distances objects such as reams of copier paper, office supplies, files, books, printed materials and other packages weighing up to 10 to 25 pounds. The noise level in the work environment is quiet to moderate noise. Position may require the ability to work overtime and weekends as needed.

*To be successful in this job, an individual must be able to satisfactorily perform each of the listed duties. These duties are representative of the knowledge, skill and/or ability required for the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the duties and functions of the position. Requests for reasonable accommodation should be directed to the Human Resources Manager.*

Established: March 2020  
Approved by: Human Resources Manager