



City of Klamath Falls	Position Description
Position: Executive Administrative Assistant	Group: Non-represented
Department: City Administration	FLSA: Exempt
Evaluated by: City Manager	Salary Grade: 119

Summary

Under the direction of the City Manager, provides increasingly responsible administrative assistance to the City Manager, City Attorney and other professional staff as assigned. Confidential and complex administrative work requiring some specialized knowledge and involving broadly defined policies and procedures and administrative support. Incumbents maintain the City’s website and social media accounts. Incumbents plan, develop, organize, and facilitate citywide publications, events, and information and citizen engagement activities. Performs related duties as required. This is a non-supervisory position.

Distinguishing Career Features

Upper-level administrative support functionary for confidential items from the City Manager or City Attorney. This position is on the upper end of administrative support functions and would be preparatory for City Recorder, or a similar position.

Essential Duties and Responsibilities

- Provides executive administrative support to the City Manager, including confidential correspondence, reports, and documents.
- Manage assigned calendars and meeting room schedules.
- Receives and screens visitors, telephone calls, email, mail, and the City’s social media correspondence. Provides information and assistance as appropriate. Refers to appropriate City or other agency departments.
- City’s website administrator. Collaborates with City’s departments to plan, develop, distribute, and update city-wide events and information via the City’s website. Monitors the website to include troubleshooting and problem solving. Handle customer service-related requests and complaints. Collects, analyzes, and develops reports about the website’s data including performance, traffic, and user feedback.
- Develops and edits graphical content, e-forms, e-materials, video/audio (to include website conversions), and maintains the City’s graphics and logos.

- Develops, compiles, organizes, tracks, records, and distributes a variety of materials and/or data which may include managing and maintaining databases.
- Writes and edits key internal and external communication materials in an engaging, concise, accurate and appropriate tone for the organization and its audiences. Collaborates and creates brochures, posters, flyers, advertisements, and other informational and promotional materials City wide.
- Develops engaging content for the community such as newsletters, infographics, and informational videos. Remains current on emerging issues, local news, and community events. Maintains contact logs and issue files; enters data and generates reports.
- Collaborates with department directors to conduct information activities to keep the public informed of the City's programs, accomplishments, and points of view. Edits City documents and publications for consistency with overall City message. Develops and recommends communications plans and strategies.
- Provides information needed for consideration of department goals, budget, policies, and procedures. Collects data on performance measures for various departments and reports and manages the City's tracking of such measures.
- Provides clerical support to management across departments as assigned.
- Provides general support to assigned City Boards and Commissions.
- Takes and transcribes minutes of assigned meetings; compose and send necessary follow-up letters and notices.
- Required to attend City Council and assigned public meetings outside normal working hours to facilitate platform for virtual attendees.
- Maintains office supply levels and orders supplies or advises appropriate party of necessary purchases.
- Cross trains with Executive Administrative Assistant/Legal Assistant to provide back-up and peak office coverage for others as directed.
- Other duties as assigned.

Qualifications

- **Knowledge and Skills**

Office practices, policies, and procedures; business math; and alphanumeric filing systems. General principles of public organization and administration; advanced administrative principles and practices; correct English usage in both verbal and written communication. The use of personal computers and relevant software; including Microsoft Office Suite. Website design and maintenance. Proficient in graphic design applications, such as Adobe Creative Suite. Proficient with various social media platforms.

- **Abilities**

Interact effectively with the public and employees; exercise diplomacy and tact; demonstrate exceptional verbal and written communication skills; understand the organization and operation of the City and outside agencies as necessary to perform assigned responsibilities; coordinate a variety of duties in an organized and efficient manner; interpret and apply City policies; work independently in the absence of specific instruction, and use good judgment to make decisions appropriate to level of responsibilities; compile and maintain complex and extensive records/files; maintain proper confidentiality. Ability to proficiently type/keyboard. Punctual and consistent attendance.

- **Physical Abilities**

Requires sufficient hand-eye-arm coordination to use a keyboard, plus arm/hand movements to retrieve work materials and operate a variety of general office equipment. Requires visual acuity to read words and numbers. Requires auditory ability to carry on conversations over the phone and in person, one-on-one, and in small groups.

- **Education and Experience**

Any combination of training and experience that provides the required knowledge, skills and abilities is qualifying; typical education would include an Associate of Arts or Marketing Degree with major work in clerical, administrative assistance, applicable computer courses; public relations, personnel, public administration, or related field. Web and graphic design/illustration, relational database management systems or any combination of these fields. Minimum of one year's experience in taking and transcribing minutes.

- **Licenses and Certificates**

Will consider licenses and certificates relative to the position. Requires a valid Oregon driver license or the ability to obtain within three months of hire date. Requires a notary license or the obtainment of one within the first year of employment.

- **Preemployment**

Job offers for this position are contingent on the individual passing a pre-employment drug screen.

- **Working Conditions**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions. The duties of this position are performed in a well-lit, temperature-controlled office environment. The noise level in the work environment is usually quiet.

The City of Klamath Falls is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (ADA), the City of Klamath Falls will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.