CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 492.2

Job Title: **EXECUTIVE OFFICE ASSISTANT**

Pay Grade: 15

GENERAL SUMMARY:

Assists director(s), deputy director(s) and assistant director(s) in the coordination of office management and operational activities by performing varied clerical tasks and administrative support duties in the assigned division. Routinely handles information of a sensitive or confidential nature.

RESPONSIBILITIES:

- Answers telephone to screen and distribute calls, takes messages and answers routine questions. Receives and announces visitors. Receives and directs inquiries or comments regarding services.
- Opens, sorts and distributes mail. Handles incoming routine correspondence using standardized responses or formats. Sends faxes, packages and mail.
- Issues instructions or notices in the name of the director, deputy director or assistant director.
- Assists in completing business management or operation projects based on goals and instructions established by supervisor.
- Photocopies, collates and distributes correspondence, procedures, articles, reports, policies, bulletins, etc. Handles other reproduction needs including assembling manuals and reports, collating and binding or arranging outside services when needed.
- Types and proofreads correspondence, reports, forms, documents, etc. Composes and prepares simple and routine correspondence for supervisor's approval. May maintain correspondence logs. Tabulates and prepares periodic and special reports.
- Maintains calendar by scheduling meetings and appointments and making travel arrangements. Prepares and submits expense reports for management personnel.
- Gathers and prepares materials and information for staff and business meetings and presentations.
- Coordinates meetings by arranging meeting locations, distributing meeting notices, agendas and information, procuring audio/visual equipment, and ensuring proper setup. May prepare meeting minutes.
- Maintains a filing system for correspondence, reports, documents, complaints, departmental budget information, financial records, personnel matters, and general information on departmental operations, etc.
- Procures necessary supplies and services (e.g. office supplies, telephone change orders, equipment repair and maintenance, office furniture, office forms, etc.)
- May prepare time and attendance for management's signature.

SPECIFICATIONS:

KNOWLEDGE:
Requires a high school diploma or a GED.

Certification: May be required to pass a City administered typing test with a typing speed of 70 words per minute with no more than 7 errors.

EXPERIENCE:
Three years of clerical or administrative support experience are required.

A Bachelor's degree may substitute for the experience requirement; an Associate's degree may substitute for two years of the experience requirement.

COMPLEXITY:
Work consists of standard procedures and tasks where basic analytic ability is required, as in the comparison of numbers and simple facts in selecting the correct action.

IMPACT OF ACTIONS:
Errors in work lead to minor inconvenience and incur some costs. Work is typically performed under moderate supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the supervisor available to answer questions as they arise.

SUPERVISION EXERCISED:

Direct Supervision:
No direct report employees.

Indirect Supervision:
No indirect reports.

CONTACTS:

Internal Contacts:
Level of internal contact is primarily with professionals and supervisors. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

External Contacts:
Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction involves information exchange and/or simple service activity requiring moderate tact and cooperation.

PHYSICAL EFFORT:
The position occasionally requires stooping or bending. Occasional very light lifting, such as three or four reams of papers or books (up to 20 pounds or an equivalent weight) may be required.

WORK ENVIRONMENT:
There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

PHYSICAL SKILL:
Requires the ability to make closely coordinated eye/hand movements within very fine tolerance and/or calibration demands; or the ability to make rapid closely coordinated eye/hand movements on a patterned response space within somewhat fine tolerance demands; or the ability to make coordinated eye/hand movements within fine tolerances with large equipment as an extension of the worker.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

Office Assistant
Senior Office Assistant
Executive Office Assistant

Effective Date: October 1990
Revised Date: December 2020