



City of Irving Job Description

Assistant to the City Secretary

FLSA Status:	EXEMPT	Job Department:	City Secretary's Office
Job Code:	08101	Reports To (Job Title):	City Secretary

PURPOSE

Under the direct supervision, delegation, and direction of the City Secretary, performs responsible executive and administrative functions for the City Secretary, the Mayor, and eight City Council members by directing policies and practices designed to provide the public, media, civic groups, non-profits, businesses, domestic and international access to the Mayor and City Council members. As directed by the City Secretary, serves as the primary executive support for the Mayor and City Council members to ensure daily office operations and mayoral/council member activities, communications, calendars, and events are carried out in an effective and operationally expedient manner.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Organize, facilitate, lead, and assign deadlines to department heads and monitor department heads' responses to complaints received by the mayor and council. Facilitate the correspondence by acting as a liaison between the mayor and city council, city officials, and department heads.
- Monitor complex and unpredictable city and department issues and projects for the mayor and city council requiring constant research and timely responses to all parties. Provide and secure correct and concise information updates to the Mayor and council.
- Independently review and analyze various proposals and projects submitted to the mayor and council, as well as monitor and track the status of special projects, priorities, and mayoral/council inquiries requiring exceptional organizational and analytical skills, as well as exceptional common sense and communication expertise.
- Review mayor and council needs and demands, contracts (AA's) and other items as requested and provide recommendations to the City Secretary and then to the Mayor and City Council. Review all correspondence and document changes and recommends changes.
- Prepare, edit, and summarize reports, memos, and correspondence for the mayor and city council.
- Engage in "problem-solving" in highly complex situations for the mayor and council through policy evaluation and day-to-day communication with the executive management team, upper management, department heads, and high visible and political community leaders.
- Lead and coordinate the State of the City event with the Greater Irving-Las Colinas Chamber of Commerce; further, oversee and review themes, documents, brochures, pictures, deadlines, timelines, etc. for the event and the Mayor. As Team lead, meet with the CEO of the chamber and provide high levels of support while keeping the City Secretary apprised of all dealings regarding this event in order to ensure accurate and efficient exchanges of information.
- Conduct benchmarking analysis for the City Secretary to benefit the Mayor and Council in regard to any political subject of interest, or policies, rules, processes, and procedures of mayoral and city council events or practices.

- Coordinate daily appointments, meetings, calendar requests, conference requests, legislative requests, and other day-to-day issues requiring facilitating the flow of information to and from the City Manager, CEO's, Senators, Representatives and other various groups (i.e. religious, community, political, etc.) for the Mayor and City Council.
- Prepare incoming/newly elected official packets and training, which includes a full orientation encompassing issuance of council badge, council dais voting system training, all personnel and payroll forms, assigned parking spots in the basement and at DFW airport, assigned seating at council work sessions and meetings, issuance of computer and cellular device, etc. Plan and prepare outgoing and incoming council reception.
- Attend City Council and work session meetings to facilitate mayoral presentations for the Mayor and secure signatures for AA's, bonds, ordinances, resolutions, contracts, etc.
- Write letters and respond to emails on behalf of the Mayor as the primary interface with the local community, media and local, state, federal, and international legislative officials.
- Set up meetings and coordinate special events with the Mayor, such as visits with dignitaries, elected government officials, or transportation, trade, and international travel events.
- Answer phone calls for the Mayor and City Council to ensure timely responses to community issues.
- Open and receive all incoming packages, mail, communication, or complaints for the Mayor and City Council; lead and manage responses resulting from the correspondence; troubleshoot and set meeting requests and event schedules relative to complaints.
- Respond to and monitor a total of 11 email accounts for the Mayor and City Council.
- Manage and coordinate nine (9) individual calendars, one (1) mayoral calendar, and one (1) City Council calendar.
- Organize all Mayor and Council travel, and monitor expenses and activity reports to ensure the Mayor and Councilmembers operate within state and city guidelines.
- Process all mayor/council travel expense reports.
- Serve as a conduit and link between the City Manager's Office, the Mayor and Councilmembers, and citizens to establish and ensure clear and open lines of communication among all parties.
- Apply considerable independent judgement and decision-making skills when handling telephone calls, discretion of giving out information, and interpretation of policies and procedures for the Mayor and City Council that are not always written.
- Update the Mayor and City Council calendars with committee meetings, individual appointments, travel, city, and chamber events, invitations, etc.
- Post outside and on the city website all agendas for city council and special meetings and board, commission and committee meetings.
- Order food for city council committee meetings.

OTHER DUTIES AND RESPONSIBILITIES

- Responsible for any duties as assigned by the City Secretary.
- Keep the Mayor and City Council apprised of politically sensitive natured situations for the City Manager, City Secretary or City Attorney at their request, and convey messages to and from each of these parties.
- May lead and train others in tasks or issues relating to the Mayor and City Council.

SUPERVISORY RESPONSIBILITIES

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 1 employee.

FINANCIAL / BUDGETARY RESPONSIBILITY

Monitor for compliance the spending of airfare, lodging, transportation, and any and all travel or transportation related expenses of the mayor or city council members. Independently responsible for the administration of the council's \$80,000 travel budget and monitors expenses as allowable or not allowable.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Master's Degree in public administration, history, political science, public affairs, or English.
- Bachelor's degree in public affairs, liberal arts, political science, government, English, history or public administration.

EXPERIENCE

- Five (5) years of experience required, including three (3) years of executive-level administrative assistant experience, or any combination of education and experience combined.

CERTIFICATES, LICENSES, REGISTRATIONS

- Notary Public of the State of Texas

KNOWLEDGE OF

- Organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs.
- Municipal Operations: Current social, political, and economic trends and issues with municipal government. This includes comprehensive knowledge and understanding of multiple city government departmental structures and organizational layout.
- Statistical Principles: Principles and processes dealing with the collection, analysis, interpretation, and presentation of quantitative data.
- English Language: The structure and content of the English language, including the meaning of words and grammar, and its use in all aspects of communication.
- Confidentiality: Methods and techniques of the proper handling and precautions for classified, confidential, and sensitive information.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- De-escalation/Conflict Resolution: Techniques and methods to diffuse and manage irate and unhappy individuals.
- Multi-cultural Appreciation: Sensitivity for diverse demographics, religious groups and ethnic origins.
- City practices, policy and procedure, as well as council practices, policy, and procedure.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City; particularly, the Microsoft Office Suite.
- Regulations & Law: Federal, state, and municipal restrictions, laws, and ordinances; which includes knowledge of the Texas Local Government Code.

SKILLS AND ABILITIES IN

- Professional Sensitivity: Practicing exceptional customer service so as to manage highly public and/or political situations, and exercising extreme discretion in confidential matters.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand.
- Research: Conducting research including design and measurement, sampling and survey, and data handling by the use of computers.
- Complex Problem-Solving: Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- Planning: Sensing the environment and setting goals and objectives.
- Exceptional Organizational Strategies: Tracking multiple variables by sorting, grouping, and calendaring, which includes quickly using of various calendar and email software applications.
- Reporting: Researching, analyzing, and compiling data, as well as, preparing clear and concise documents in a professional manner with the public in mind.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work, including City employees and the public.
- Multi-Tasking Acuity: Working with frequent interruptions and changes in priorities.
- Prioritization: Selecting, from multiple options, activities to achieve a goal, especially when handling multiple tasks simultaneously.
- Versatile Self-Management: Working independently with minimal supervision. This includes efficiently and effectively responding to and completing various task with very little direction or notice, depending on the need of the City Secretary, Mayor, or City Council.
- Mechanical/Technical: Safely operating diverse equipment, including various office equipment and a computer with relevant software applications.

GUIDANCE RECEIVED

General Standards

A range of professional standards and methods guide completion of assignments and decisions made. Adherence to policy, City procedures and general supervisory direction is expected. Position incumbents are responsible for making recommendations about changes to methods, procedures and policies and helping to implement changes.

CONTACTS

External (on a daily basis):

- Citizens – Troubleshoot complaints for Mayor and Council, as well as educate and explain processes, laws, regulations, rules, ordinances, or resolutions to accommodate the public and deescalate the potential for escalating issues or problems that residents desire to bring to the Mayor and Council.
- Local, State, and Federal Elected Officials – Gain and relay information to and from elected officials to maintain, plan, or convey meetings, speaking engagements, trips, political commitments, etc. Receive and, at times, provide official and complex information regarding sensitive subject matters relating to national, state and local political topics.
- Civic, Professional, Educational, and Religious Organizations – Continuous contact with all types of organizations to plan speaking, meeting, conference calls, or other events.
- Greater Irving Las-Colinas Chamber of Commerce – Ongoing meeting requests and presentation set-up.
- Media - Ongoing interview and meeting requests.

Internal (on a daily basis):

- Mayor and City Council – Regarding scheduling, invitations, citizen complaints, travel, meetings, information retrieval, etc.
- City Manager, City Attorney, City Secretary, and Department Directors - In order to attain cooperation and problem solving for residents and community, chamber, civic, business, educational, religious, local, state, and national political affiliations. Daily contact in order to evaluate and review complex requests to and from entities and provide timely responses for requests.
- Department Liaisons – Receive, post outside and online, and confirm agenda postings compliant with the open meetings act for all departments.

EQUIPMENT AND PROPERTY

Computer, printer, copier, scanner, phone, fax, and cell phone.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee must occasionally lifting/carrying five (5) to ten (10) pounds; additionally, s/he must exercise visual acuity, speech, and hearing; hand-eye coordination and manual dexterity necessary to operate a computer keyboard and office equipment. S/he will be subject to sitting, standing, reaching, walking, twisting, and kneeling to perform essential functions.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

Working conditions are primarily inside an office environment, which is typically clean and highly secure. Depending on assignments, the position requires touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions. A moderate amount of noise exists with multiple phone lines and walk-ins.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.