



Office of Human Resources  
Executive Assistant III - LA2182  
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### General Statement of Duties

Provides administrative/secretarial support and/or office management for an executive of a charter department or independent agency.

### Distinguishing Characteristics

This is the third level of a three level series. This is not a progressive class series. This class performs administrative/secretarial support and office management for an executive of a charter department or independent agency. This class is distinguished from Executive Assistant II which performs administrative/secretarial support and/or office management for a manager responsible for multiple large divisions with complex operational or functional area(s) or for the highest level manager of smaller agencies. The Executive Assistant III is distinguished from Executive Assistant I which performs administrative/secretarial support and office management for “core” middle managers responsible for a significant operation/functional area(s).

The Executive Assistant III is distinguished from an Administrative Support Assistant IV that performs specialized and/or technical office support work that requires detailed knowledge of the specialized/technical area. The Executive Assistant III is distinguished from the Administrative Support Assistant III that performs a variety of full performance level office support work.

### Essential Duties

Information Management – Organizes, monitors, tracks, evaluates, compiles, and prepares complex internal and external documents and internal policies or official documentation; manages information for the entire organization; accountable for all organizational resources, communication, and scheduling as it relates to the needs of the executive; keeps advised of the current status of the work of the executive and anticipates the executive’s needs by gathering records, reports, correspondence, statistics, or other specific types of information; maintains the executive’s appointment calendar and arranges appointments, meetings, and conferences, and contacts the appropriate individuals as needed.

Communication – Communicates general and controversial information with internal staff and external entities; communicates with other executive assistants, professionals, private and public organizations, or others to acquire, verify, coordinate, and document information as it relates to projects, programs, practices, or initiatives of the executive; briefs executive on subject matter for upcoming meetings, problems, policies, project status, commitments, and public relations efforts; answers telephones, screens calls and visitors, and directs the individual to the proper contact; prioritizes communication efforts of the executive; attends meetings and takes notes for the manager; and prepares presentations for the manager.

Policies and Procedures – Establishes office procedures and methods using standard systems; explains and defends organization-wide policies and procedures to a variety of internal and external customers including the general public; monitors and evaluates the office operations, studies procedures, recommends modifications, and implements office policies; maintains, edits, and reviews policies and procedures for grammatical structure and consistency for entire organization; updates policy and procedure manuals and other organization wide practices; types documents and distributes updates; creates and prepares databases that assist with documenting multiple events, projects, programs, and practices of the organization; and recommends policies or practices within the scope of responsibility.

Expenditure Controls – Coordinates and compiles budget information for the entire organization; monitors, verifies, tracks, and documents expenditures or revenues; reviews budget documents for consistency between various divisions and/or functional/operational areas and creates and/or prepares various reports and other support documents for the entire organization; determines the needs of the organization and immediate office for supplies and equipment and makes recommendations; monitors and tracks resources for operation; and creates forms, procedures, practices, and documents to support the executive’s budgetary responsibility.

Human Resources or Supervision – By position, conducts performance evaluations of staff supervised and assists with preparing the documents and performance evaluations of agency or department staff; assists the executive in communicating and reinforcing the organization’s shared values and organizational culture, prepares documents supporting the redesign and reorganization of staff; and delegates assignments to subordinate employees.

Performs other duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

### Competencies

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Decisiveness - Makes well-informed, effective, and timely decisions, even when data are limited or solutions produce unpleasant consequences; perceives the impact and implications of decisions.

Information Management - Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

Oral Communication - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Reading - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict

Written Communication - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

### Knowledge & Skills

Knowledge of budget documents sufficient to be able to monitor expenditures.

Knowledge of arithmetic sufficient to be able to perform a variety of calculations.

Knowledge of standard office practice and procedures sufficient to be able to process various types of paperwork associated with office support duties.

Knowledge of policies, procedures, rules, and laws relative to the specified area.  
Skill in utilizing computer software to accomplish a variety of tasks.

Skill in facilitating highly confidential matters related to the agency or departmental policy.

Skill in operating a telephone system and screening calls.

### Level of Supervision Exercised

By position, supervises clerical or technical staff and/or performs lead work.

### Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

### Experience Requirement

Three (3) years of administrative/secretarial experience which must include one (1) year of experience at the type and level providing support to a manager responsible for large, complex divisions or the highest level manager of a small organization.

### Education & Experience Equivalency

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements except for the one year of experience at the type and level providing support to a manager responsible for large, complex divisions or the highest level manager of a small organization.

### Licensure & Certification

None

### Working Environment

For DPL Positions Specifically:

Atmospheric Conditions: conditions that affect the skin, eyes or respiratory system.

Handles absentee replacement on short notice.

Handles emergency or crisis situations.

Occasional pressure due to multiple calls and inquiries.

Subject to pressure for multiple calls, inquiries, and interruptions.

### Level of Physical Demand

For DPL Positions Specifically:

1-Sedentary (0-10 lbs.) - 2-Light (10-20 lbs.)

### Physical Demands

For DPL Positions Specifically:

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Depth Perception: Ability to judge distances and space relationships.

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: By Position, may move objects up to 10 pounds, or 10-20 pounds from one level to another.

Reaching: Extending the hands and arms or other device in any direction.

Repetitive Motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

### Background Check Requirement

Criminal Check

Employment Verification

### Assessment Requirement

None

### Probation Period

None

### Class Detail

**Pay Grade:** A-617

**FLSA Code:** N

**Established Date:** 9/21/2018

**Established By:** LS

**Revised Date:**

**Revised By:**

**Class History:**