

**CITY OF MILLBRAE
CLASSIFICATION SPECIFICATION**

**MANAGEMENT ASSISTANT
April 2019**

DEFINITION

Under general supervision, performs a wide variety of complex administrative duties in support of assigned department; assists with special projects; provides assistance to the public, including about department policies and procedures; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Management Assistant performs a variety of more complex administrative support functions, which may include fiscal responsibilities, support for department-specific commissions/committees, and/or providing lead direction for lower-level clerical staff.

SUPERVISION EXERCISED AND RECEIVED

Receives general direction from department head and may provide administrative direction to department administrative staff.

DUTIES AND RESPONSIBILITIES

The duties listed below are illustrative only and are not meant to be a full and exhaustive listing of all of the duties and responsibilities of the position.

- Performs a wide variety of complex, highly responsible administrative duties in support of assigned departments and their related operations;
- Compiles, prepares, and distributes agendas for various committees and commissions; assists with the preparation of presentations and relevant materials; coordinates logistics; attends meetings and provides support;
- Supports in the computation and inputting of budget information; processes invoices and purchase orders and assists in the monitoring of budget; tracks operational, financial, and statistical information; generates reports;
- Provides general information and assistance to the public; receives, researches, and responds to requests for sensitive information and assistance; resolves citizen concerns and complaints;
- Provides information to other City departments, community organizations, committees, and outside agencies involving specialized and technical subject matter; establishes and maintains comprehensive and confidential files on personnel, policies, records, reports, investigations, projects, reference materials, codes, ordinances, and communications;
- Interprets and applies City policies, procedures, and administrative directives; communicates laws and regulations in response to inquiries or complaints; refers inquiries as appropriate;
- Participates in special assignments; provides administrative support to City Clerk, City Manager, and City Council;
- Builds and maintains positive working relationships with City employees and the general public; and
- Performs related duties as assigned.

JOB-RELATED QUALIFICATIONS

Knowledge of: The organization and structure of municipal governments; principles and procedures of accounting and record keeping; effective customer service; time management techniques; modern office

equipment, including use of word processing, databases, and spreadsheet applications; and effective written and verbal communication skills.

Ability to: Perform responsible and highly complex administrative duties involving the use of independent judgement; maintain confidentiality of highly sensitive information for executive staff; prepare a wide variety of correspondence, documents, spreadsheets, and other materials; compile and maintain complex and extensive records, including statistical documents; provide prompt, effective, and responsive customer service; exercise appropriate judgment in answering questions; communicate clearly and concisely, both orally and in writing; establish and maintain effective work relationships with those contacted in the performance of duties; and work effectively under deadlines.

EDUCATION AND TRAINING GUIDELINES

Any combination of experience and training that would likely provide the required knowledge and abilities. A typical way would be:

Education: High School Diploma or GED; post high school or specialized administrative support training desirable. Associate's degree in Business Administration is highly desirable.

Experience: Five (5) years of increasingly responsible experience providing project management support; at least two (2) years of administrative support to a manager at an executive, division, or department head level. One (1) year of supervisory experience is desirable.

Licenses: Possession of a valid California Class C driver's license. Specific positions may require the possession of or the ability to become a Notary Public. A Notary Public certification is required within 3 months of appointment.

SPECIAL REQUIREMENTS

Speak clearly and understandably; ability to work in a standard office environment and use computer software applicable to the job; physical stamina and mental alertness to work additional hours to meet deadlines; hear and speak well enough to converse by telephone and in person and be clearly understood.