

EXECUTIVE AIDE

NATURE OF WORK

This is responsible administrative work organizing and supervising business operations and constituent services within the office of the Mayor.

Work involves managing office operations including planning, organizing, assigning and supervising the work performed by subordinate clerical staff; interviewing, hiring and evaluating subordinates; implementing staff training programs; managing the processing of information and documents; preparing correspondence and reports; communicating administrative policy to departments and the general public; managing office financial and personnel services; and participating in budget preparation and administration. Work also involves providing and coordinating administrative support for Mayor's staff. The work requires considerable initiative, independent judgement, and close coordination with Chief of Staff and/or their assignees.

EXAMPLES OF WORK PERFORMED

Manages public contacts with the Mayor's Office and coordinates across city departments to ensure a positive constituent experience.

Communicates information to the public, city departments, and staff across multiple platforms; phone, email, in-person, other digital media, and more; coordinates with City Communications, and other departments to ensure correct and timely dissemination of information to the public.

Manages Mayor's office financial and personnel processes; maintains financial records and helps support office budget development; directs Mayor's office document processing.

Coordinates support for Mayoral Aides, boards, and committees.

Plans, organizes, supervises, and assigns the work performed by subordinate team members in coordination with Chief of Staff and Mayoral Aides.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of the City department operations particularly constituent services and information.

Considerable knowledge of the principles, practices and procedures of office management.

Knowledge of administrative policies and procedures.

Knowledge of the principles of financial and record-keeping procedures.

Some knowledge of research techniques, methods and procedures.

Ability to plan, organize, supervise and assign the work of subordinate team members.

Ability to interpret rules, regulations and policies, and to make decisions in accordance with outlined precedent and policy.

Ability to perform routine administrative detail independently, including the preparation of letters, reports, minutes, agendas and memoranda.

Ability to gather and analyze facts, and prepare clear, concise reports.

Ability to establish and maintain effective working relationships with municipal officials, other employees and the general public.

Ability to communicate proficiently both orally and in writing.

Skill in conflict resolution and problem solving.

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year college or university with major coursework in public or business administration, public policy or related field plus two years of experience in a responsible administrative or supervisory capacity and two years of experience in constituent services, conflict resolution and problem solving; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

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