CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Executive Assistant to the Mayor**

E-PLAN
SG:E2-4
DEPARTMENT: **Executive** **CS:N**
FLSA:N
EEO4CODE:PR

JOB SUMMARY:

This position is responsible for supporting the Mayor's Office by managing administrative tasks, coordinating schedules, and ensuring seamless communication between the Mayor and diverse City stakeholders. Work is performed independently in a fast-paced work environment to accomplish the mission and goals of the Mayor's Office with a focus on excellence and improving systems. This position requires exceptional organization and interpersonal skills and the ability to exercise discretion and confidentiality in a publicly sensitive environment. Works in an at-will capacity at the discretion of the Mayor.

SUPERVISORY RELATIONSHIP:

Reports directly to the Mayor. Serves as part of the City's executive management team. Works in collaboration with the Mayor's Office team and may allocate assignments to accomplish goals and priorities of the office. Works independently and establishes office procedures and work routines under the guidance of the Mayor, Deputy Administrator, and City policies and procedures.

ESSENTIAL FUNCTIONS OF THE JOB:

1. **Calendar Management:** Manages the Mayor's schedule, appointments, and meetings; maintains a disciplined, organized calendar. Coordinates with internal and external stakeholders to schedule and confirm engagements. Arranges travel needs for the Mayor's Office including reservations and reimbursement.

2. **Communication and Customer Experience:** Serves as the primary point of contact between the Mayor, Deputy Administrator, Department Heads, staff, constituents, and other government officials. Acts with professionalism, tact, and discretion. Provides an excellent experience for internal and external stakeholders engaging with the Mayor's Office. Assists in the resolution of problems and concerns through exploration of City or departmental practices and policies. Drafts and edits official correspondence, reports, proclamations, website and social media content and other communications on behalf of the Mayor. Screens and refers visitors, calls, letters, and email as appropriate, according to established protocols. Provides appropriate and accurate information as authorized.

3. **Information Management:** Organizes and maintains records, files, and documents for the Mayor's Office. Ensures information is up-to-date and easily accessible.

4. **Events, Boards and Commissions Coordination:** Assists in planning and coordinating work groups, boards and commissions or other special events attended or hosted by the Mayor. Organizes logistics, invitations, and follow-up for various functions.

5. **Research and Briefing:** Conducts research on various issues and topics to help prepare briefings for the Mayor; provides relevant information to aid decision-making. Alerts the Mayor, Communications Director and Deputy Administrator to information and problem areas requiring attention or awareness. Attends Mayor's Department Head meetings to stay informed of City/departmental activities, City projects, issues, and actions. Prepares notes of meetings for the Mayor and distributes as needed; performs other follow-up duties as assigned.

6. **Confidentiality:** Handles sensitive and confidential information with discretion and integrity at all times.

7. **Collaboration:** Works with other members of the Mayor's Office team to streamline systems and workflows and enhance efficiency. Assists in cross-functional projects as needed. Serves as backup to other executive office staff for key, time-sensitive processes, and systems such as Council agenda coordination, public records responses, records management, staffing City boards and commissions and budget preparation and monitoring.

ADDITIONAL WORK PERFORMED:

1. May be assigned to perform other related duties of a similar nature or level.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:
- Municipal administration and familiarity with the functions and activities of the departments and divisions of municipal government.

Skill in:
- Excellent customer service skills for interaction with City staff and external stakeholders
- Excellent literacy skills, including reading, composition, knowledge of standard and business English usage, punctuation, spelling, grammar, and format.
- Excellent interpersonal skills to work with the public, staff, elected officials, and media using courtesy and tact in sensitive or high-pressure situations.
- Excellent listening skills and the ability to communicate orally and in writing in clear concise language appropriate for the purpose and parties addressed.
- Strong planning, problem solving and decision-making skills to effectively evaluate problems and implement plans.
- Accurate minutes and note taking skills.
- Strong computer skills including word processing, data entry/retrieval, email, presentation, and spreadsheet applications.
- Excellent time management skills including the ability to organize, prioritize and schedule work.

Ability to:

- Maintain, navigate, and utilize computerized files and databases.
- Develop and maintain a working familiarity with City business and priorities, current and on-going City departmental and legislative issues, and community stakeholders.
- Demonstrate a desire and ability to identify and serve customers (internal and external).
- Demonstrate a concern for surpassing standards of excellence, reaching challenging goals, and continuously improving work.
- Demonstrate an ability to work cooperatively within diverse groups and across the organization to achieve group and organizational goals.
- Demonstrate critical judgment in sensitive and emergency situations.
- Function calmly and effectively under stress.
- Handle several tasks simultaneously while maintaining accuracy and attention to detail in an environment of frequent interruptions.
- Work independently in carrying out position responsibilities.
- Maintain a high level of confidentiality and professionalism at all times.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job, including:
  - Frequently operate a computer and other office machinery such as a keyboard, mouse, phone, and fax machine;
  - Frequently communicate accurate information and ideas with others;
  - Occasionally move between work sites.

WORKING ENVIRONMENT:

Work is performed primarily in an executive office suite at a semi-private office at a computer workstation. The setting has high public contact and visibility and will experience frequent interruptions. May also require evening and weekend events and occasional travel.

EXPERIENCE AND TRAINING REQUIREMENTS:

- High school diploma or General Equivalency Diploma (GED).
- Five (5) years general office experience including at least two (2) years providing direct support to a public official, executive, or government agency leader.
- Work experience must include intermediate utilization of computer software applications, including spreadsheets, scheduling, and word processing.
- Typing at 45 wpm NET required.
- Significant experience in a public office setting is desirable.
- College or vocational training in area related to the position, such as office management, public administration, or other related area is preferred.
- Municipal or other governmental experience strongly preferred.
- An equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skills, and abilities to successfully perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENT:

- Employment contingent upon passing a criminal background check.

- Willingness and ability to attend and participate in evening and weekend meetings and events, as needed.
- This position primarily requires work on-site in the Mayor's Office and has limited options for remote or hybrid work per City policy.

PREPARED BY: Barry Bjork
2/76

REVIEWED BY: _____
Kim Lund, Mayor

REVISED BY:
7/84 Sirguy
5/96 Bowers
5/98 Asmundson/Mahaffey
5/04 Hanowell
5/21 Coogan/Delker
1/24 Kaneshige/Keller/Lund/Sullivan