

Job Title: Executive Assistant**Department:** City Manager**Immediate Supervisor:** Various**Origination Date:** 07/01/2001**Revision Date:** 07/01/2019**Job Grade:** 807**FLSA Status:** Non-Exempt**JOB DESCRIPTION SUMMARY**

The Executive Assistant provides a high level of administrative support to the City Manager's Office. This position performs duties as assigned including responding to requests, conducting research, and preparing reports. This position requires a high level of confidentiality of verbal and written information; knowledge of detailed department programs; and related work that goes beyond established procedures. The position communicates information to appropriate parties, using tact and diplomacy.

ESSENTIAL FUNCTIONS

This information is intended to be descriptive of the key responsibilities of the position. The following functions do not identify all duties performed by the incumbent. Other duties and responsibilities will be performed as assigned.

- Makes, answers, and routes phone calls. Responds, directs, and prepares correspondence and e-mails. Sorts, reviews, and redirects correspondence to the appropriate staff. Provides support as necessary to other divisions within the department.
- Plans, coordinates, and schedules appointments and coordinates calendars. Organizes meetings, travel arrangements, appointments, conferences, and special events, including amenities and scheduling.
- Maintains credit card reconciliations and discretionary funds accounts. Processes invoices, purchase orders, and submits check requests. Monitors and tracks expenses within budget.
- Orders supplies and stocks office. Provides technical support with various office equipment and serves as liaison to ITS.
- Conducts research, compiles information, prepares reports and creates COACs, presentations, and Yellow Papers. Drafts proclamations as requested.
- Creates and maintains filing system. Serves on the City's record retention team, researches applicable guidelines, reviews the files, sets up the destruction records, and coordinates the destruction of the applicable records.
- Prepares staff for meetings by preparing and copying all pertinent materials needed for the meeting.
- Prepares agendas, takes minutes of meetings, evaluates meetings, and tracks agenda items for periodic meetings. Provides notary public services as needed.
- Participates on City teams as assigned and maintains a list of follow-up issues,
- prepares agendas, takes meeting minutes, tracks future agenda items, reports status of activities, and prepares reports.
- Attends City staff meetings, business meetings, and meetings of governmental entities. Evaluates information that is relevant and reports it to appropriate parties. Handles special projects as assigned.

JOB REQUIREMENTS

- **Formal Education/Knowledge:** Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with a two year associate's degree, diploma or equivalent from a college, technical, business, vocational, or correspondence school. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
- **Experience:** Minimum five years of experience in a related field.
- **Certifications and Other Requirements:** Valid Driver's License.
- **Reading:** Work requires the ability to read budget instructions, reports, strategic planning documents, Council Action, correspondence, software manuals, management books, trade journals, and policies at a college level.
- **Math:** Work requires the ability to perform general math calculations averaging response times, finding increases/decreases, calculating percentages, basic math, and creating charts at a college level.
- **Writing:** Work requires the ability to write memos, letters, reports, e-mail, grant proposals, award nominations, performance appraisals, correspond with customers, policies, and newsletter and newspaper articles at a college level.
- **Managerial:** Job has no responsibility for the direction or supervision of others but may provide advice/direction to an employee with less experience/skill or tenure.
- **Policy/Decision Making:** Moderate - The employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. Work involving discretion is typically reviewed before finalized.
- **Technical Skills:** Broad Application - Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities.
- **Interpersonal/Human Relations Skills:** High - Interactions may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may also involve stressful, negative interactions requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.

HEALTH AND SAFETY

Safety is everyone's responsibility. All employees are expected to work in a safe manner and report unsafe activities and conditions. The following are the physical, non-physical, health, and safety demands required of the employee based on frequency they will be performed.

Frequency Code Description

- Rarely, less than 1 hour/day
 - Occasionally, 33% of the day
 - Frequently, 33-67% of the day
 - Constantly, more than 67% of the day
-
- **Primary Work Location:** Office Environment
 - **Overall Strength Demands:** Light
 - Rarely: N/A
 - Occasionally: Exerting up to 20 pounds
 - Frequently: Exerting up to 10 pounds
 - Constantly: Exerting negligible amounts of walking or standing
 - **Physical Demands**
 - Rarely: Lifting, kneeling, pushing, pulling, balancing, crouching, and twisting
 - Occasionally: Carrying, reaching, climbing and foot controls
 - Frequently: Standing, walking, handling, hearing, and talking
 - Constantly: Fine dexterity and vision
 - **Non-Physical Demands**
 - Rarely: Emergency situations, tedious or exacting work, noisy and/or distracting environment
 - Occasionally: Frequent change of task, irregular schedule, overtime

- Frequently: Time pressure, performing multiple tasks simultaneously
- Constantly: Working closely with others as part of a team

Health and Safety Conditions

- **Chemical**
 - Never: Skin contact, absorption, injection, inhalation or ingestion
 - Rarely: N/A
 - Occasionally: N/A
 - Frequently: N/A
 - Constantly: N/A
- **Physical Hazards**
 - Never: Thermal stress, electrical, noise, fire/explosion, radiation,
 - Rarely: Being struck by or struck against
 - Occasionally: Slips, trips and falls, caught in/on/between, pinch points
 - Frequently: N/A
 - Constantly: N/A
- **Biological Hazards**
 - Never: Building related illness, legionnaires disease, blood borne pathogens, plant or insect bites, water and wastewater, brucellosis and mold
 - Rarely: N/A
 - Occasionally: N/A
 - Frequently: N/A
 - Constantly: N/A
- **Ergonomic Hazards**
 - Never: Forceful exertion, contact stress and vibrations
 - Rarely: Work area design, awkward posture
 - Occasionally: Repetition
 - Frequently: N/A
 - Constantly: N/A

Machines, Tools, Equipment and Work Aids

- Heavy Equipment: Sedan vehicle if required
- Specialty Equipment: N/A
- Tools: N/A
- Computer Equipment and Software
 - Hardware: Desktop/laptop, telephone, copier
 - Software: Microsoft Office 365, Munis, ShoreTel, Adobe Reader or Pro
- Protective Equipment Required
 - General: N/A
 - Specialty: N/A

STAFF BEHAVIORS AND EXPECTATIONS

Embrace our core values that reflect who we are and what we do.

- **Integrity** – Be consistent by aligning actions with words. Be trustworthy by conducting oneself with the highest degree of honesty. Be transparent by doing the right thing even when no one is looking.
- **Empathy** – Be respectful by treating others with respect; respect the feelings, experiences, and perspectives of others. Be kind by showing consideration and taking care to support one another. Be aware by actively listening; seek to understand, then to be understood, and appreciating diversity and differences (think about true colors).
- **Optimism** – Be hopeful by focusing on positive outcomes and believing in possibility rather than idolizing problems. Be resilient by seeing failure as a path to success and learning from mistakes. Be positive by having a positive attitude and avoid complaining.

- **Innovation** – Be resourceful by exploring new ideas that add value or eliminate waste. Be progressive by thinking and looking ahead. Be curious by testing the value of the process and challenging the status quo.
- **Adaptability** – Be a champion by accepting and supporting changes. Be purposeful by taking ownership of your role in change. Be connected by connecting to the big picture.
- **Initiative** – Be a leader by taking opportunities to lead regardless of your role. Be proactive by taking action to address problems and opportunities without being asked. Just do it! Be a problem solver by removing obstacles so others can succeed; Troubleshoot instead of blame when mistakes happen.

ACKNOWLEDGEMENT:

I have reviewed this job description and am able to perform the essential duties of the job with or without reasonable accommodations. The job description is intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This job description is subject to change as the needs and requirements of the job change.

Employee Signature

Date

Job Title: Assistant to the Council

Department: City Manager
Immediate Supervisor: Assistant to the Mayor

Origination Date: 07/01/2008

Revision Date: 04/18/2024

Job Grade: 606

FLSA Status: Exempt

JOB DESCRIPTION SUMMARY

The Assistant to the Council provides a wide variety of professional support to the Council. In addition, this position represents the Council at city-related meetings when required and appropriate. The position provides extensive professional assistance, project management, and recommendations on City issues and performs highly responsible administrative work covering a broad range of municipal activities. This is a professional position requiring exceptional analytical and communication skills.

ESSENTIAL FUNCTIONS

This information is intended to be descriptive of the key responsibilities of the position. The following functions do not identify all duties performed by the incumbent. Other duties and responsibilities will be performed as assigned.

- Prepares reports and verbal and written correspondence on behalf of the Council. Assists in setting the Council's schedules.
- Conducts research and special projects and assures implementation of programs developed and initiated by the Council. Coordinates the response to issues raised by citizens of Goodyear by coordinating with Departments or other appropriate parties to respond. Advises the Council on unresolved issues that must be addressed.
- Provides a visible link between elected officials and the public, acting as a representative in dealings with constituents (both individually and in groups), and city departments and committees.
- Responds to Citizen Inquiries and complaints with the utmost tact and resourcefulness in seeking solutions to the problems presented from within Goodyear and other agencies. Communicates with citizens, management, public officials, general public, and other City employees in order to resolve complaints and inquiries and provide requested information or referral.
- Composes correspondence dealing with city-related issues and subject matter in ways that sometimes requires considerable sensitivity, discretion, judgment, or negotiation in replying to inquiries, and/or presenting or requesting information.
- Attends City Council meetings and work sessions; researches, responds to and prepares correspondence; sets up meetings and conferences; responds to telephone inquiries; performs necessary follow up, and communicates with City management on sensitive and/or confidential issues received by the Council.
- Drafts information points, speeches, newsletter articles, social media posts, and other communications.

- Ensures Councilmembers are prepared for city-related meetings including providing research, coordinating logistics, and preparing materials.
- Knowledgeable about a variety of City issues and able to state the Council's position on such issues. This includes supporting Council's involvement in regional and national activities as directed by intergovernmental affairs staff. Incumbent must exercise considerable judgment in their capacity with the responsibility for analyzing policy issues, identifying city-wide impacts, and coordinating responses on strategies and alternatives for dealing with the issues.

JOB REQUIREMENTS

- **Formal Education/Knowledge:** Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent.
- **Experience:** Minimum of three year experience in a related field.
- **Certifications and Other Requirements:** Valid Driver's License.
- **Reading:** Work requires the ability to read and comprehend city regulation agreements, council action reports, and trade journals.
- **Math:** Work requires the ability to perform general math calculations such as addition, subtraction, multiplication, and division.
- **Writing:** Work requires a high-level command of the English language with the ability to write memoranda, correspondence, reports and produce written documents with clearly organized thoughts using proper English sentence construction, punctuation, and grammar.
- **Managerial:** Job has no responsibility for the direction or supervision of others but may provide advice/direction to an employee with less experience/skill or tenure.
- **Budget Responsibility:** Has no budget responsibility
- **Policy/Decision Making:** Significant - The employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. Work involving discretion is typically reviewed before finalized.
- **Technical Skills:** Comprehensive Application - Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization. This includes the ability to understand and navigate complex governmental processes.
- **Interpersonal/Human Relations Skills:** High - Interactions at this level usually impact the implementation of policies. Contacts may involve interpretation of how policies are implemented and may require discussion and the support of controversial positions or the negotiation of sensitive issues or important presentations. During interactions on policy implementation, contacts may also involve stressful, negative interactions requiring high levels of tact and the ability to respond appropriately to aggressive interpersonal interactions.

HEALTH AND SAFETY

Safety is everyone's responsibility. All employees are expected to work in a safe manner and report unsafe activities and conditions. The following are the physical, non-physical, health, and safety demands required of the employee based on frequency they will be performed.

Frequency Code Description

- Rarely, less than 1 hour/day
- Occasionally, 33% of the day
- Frequently, 33-67% of the day
- Constantly, more than 67% of the day

- **Primary Work Location:** Office Environment
- **Overall Strength Demands:** Light
 - Rarely: N/A
 - Occasionally: Exerting up to 20 pounds
 - Frequently: Exerting up to 10 pounds
 - Constantly: Exerting negligible amounts of walking or standing
- **Physical Demands**
 - Rarely: Lifting, kneeling, pushing, pulling, balancing, crouching, and twisting
 - Occasionally: Carrying, reaching, climbing and foot controls
 - Frequently: Standing, walking, handling, hearing, and talking
 - Constantly: Fine dexterity and vision
- **Non-Physical Demands**
 - Rarely: Emergency situations, tedious or exacting work, noisy and/or distracting environment
 - Occasionally: Frequent change of task, irregular schedule, overtime
 - Frequently: Time pressure, performing multiple tasks simultaneously
 - Constantly: Working closely with others as part of a team

Health and Safety Conditions

- **Chemical**
 - Never: Skin contact, absorption, injection, inhalation or ingestion
 - Rarely: N/A
 - Occasionally: N/A
 - Frequently: N/A
 - Constantly: N/A
- **Physical Hazards**
 - Never: Thermal stress, electrical, noise, fire/explosion, radiation
 - Rarely: Being struck by or struck against
 - Occasionally: Slips, trips and falls, caught in/on/between, pinch points
 - Frequently: N/A
 - Constantly: N/A
- **Biological Hazards**
 - Never: Building related illness, legionnaires disease, blood borne pathogens, plant or insect bites, water and wastewater, brucellosis and mold
 - Rarely: N/A
 - Occasionally: N/A
 - Frequently: N/A
 - Constantly: N/A
- **Ergonomic Hazards**
 - Never: Forceful exertion, contact stress and vibrations
 - Rarely: Work area design, awkward posture
 - Occasionally: Repetition
 - Frequently: N/A
 - Constantly: N/A

Machines, Tools, Equipment and Work Aids

- Heavy Equipment: Sedan vehicle if required
- Specialty Equipment: N/A
- Tools: N/A

- Computer Equipment and Software
 - Hardware: Desktop/laptop, telephone, copier
 - Software: Microsoft Office 365, Munis, ShoreTel, Adobe Reader or Pro
- Protective Equipment Required
 - General: N/A
 - Specialty: N/A

STAFF BEHAVIORS AND EXPECTATIONS

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- **Empathy** – Be respectful by treating others with respect; respect the feelings, experiences, and perspectives of others. Be kind by showing consideration and taking care to support one another. Be aware by actively listening; seek to understand, then to be understood, and appreciating diversity and differences (think about true colors).
- **Optimism** – Be hopeful by focusing on positive outcomes and believing in possibility rather than idolizing problems. Be resilient by seeing failure as a path to success and learning from mistakes. Be positive by having a positive attitude and avoid complaining.
- **Innovation** – Be resourceful by exploring new ideas that add value or eliminate waste. Be progressive by thinking and looking ahead. Be curious by testing the value of the process and challenging the status quo.
- **Adaptability** – Be a champion by accepting and supporting changes. Be purposeful by taking ownership of your role in change. Be connected by connecting to the big picture.
- **Initiative** – Be a leader by taking opportunities to lead regardless of your role. Be proactive by taking action to address problems and opportunities without being asked. Just do it! Be a problem solver by removing obstacles so others can succeed; Troubleshoot instead of blame when mistakes happen.

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Employee Signature

Date

Job Title: Assistant to the Mayor

Department: City Manager's Office
Immediate Supervisor: Assistant to the City Manager

Origination Date: 07/01/2008

Revision Date: 03/03/2020

Job Grade: 609

FLSA Status: Exempt

JOB DESCRIPTION SUMMARY

The Assistant to the Mayor provides a wide variety of professional support to the Mayor. In addition, this position represents the Mayor at meetings when required and appropriate, which could include early mornings, evenings and weekends. The position provides extensive professional assistance, project management, and recommendations on city issues and performs highly responsible administrative work covering a broad range of municipal activities. This is a professional position requiring extensive experience and exceptional analytical and communication skills.

ESSENTIAL FUNCTIONS

This information is intended to be descriptive of the key responsibilities of the position. The following functions do not identify all duties performed by the incumbent. Other duties and responsibilities will be performed as assigned.

- Responsible for supervision of the Mayor and City Council office. Hires and supervises the Assistant to the Council.
- Prepares reports via verbal and written correspondence on behalf of the Mayor and City Council.
- Conducts research and special projects as directed by the Mayor.
- Directs the resolution of issues raised by citizens of Goodyear by coordinating with department leadership or other appropriate parties to respond. Advises the Mayor on unresolved issues that must be addressed.
- Citizen inquiries and complaints are directed to this employee who must respond with the utmost tact and resourcefulness in seeking solutions to the problems presented from within Goodyear and other agencies. Communicates with citizens, management, public officials, the general public, and other city employees in order to receive complaints and inquiries and provide requested information or referral.
- Provides a visible link between elected officials and the public, acting as a representative in dealings with constituents (both individually and in groups), city departments, and committees if necessary. Ensures accurate and timely flow of information between Council and city departments.
- Assists the Assistant to the City Manager with strategic planning and tasks related to Mayor and Council.
- Composes correspondence dealing with issues and subject matter in ways that sometimes requires considerable sensitivity, discretion, judgment, or negotiation in replying to inquiries, and/or presenting or requesting information.
- Attends City Council meetings and work sessions; researches, responds to and prepares correspondence; sets up meetings and conferences; responds to all inquiries, performs necessary follow up, and communicates with city management on sensitive and/or confidential issues received by the Mayor's office.
- Conducts research and prepares the Mayor for meetings, public appearances, events and any other activities related to the Mayor's role. Assists with planning, coordinating and monitoring special programs, projects and events.

- Must become knowledgeable about a variety of city issues and be able to state the Mayor's position on such issues. This includes knowledge of and a close working relationship with staff handling intergovernmental affairs. Incumbent must exercise considerable judgment in their capacity with the responsibility for analyzing policy issues, identifying city-wide impacts, and coordinating responses on strategies and alternatives for dealing with the issues.

JOB REQUIREMENTS

- **Formal Education/Knowledge:** Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent.
- **Experience:** Minimum five years of experience in a related field.
- **Certifications and Other Requirements:** Valid Driver's License.
- **Reading:** Work requires the ability to read and comprehend council actions, reports and advanced correspondence
- **Math:** Work requires the ability to perform general math calculations such as addition, subtraction, multiplication, and division.
- **Writing:** Work requires the ability to write memoranda, correspondence, reports and produce written documents with clearly organized thoughts using proper English sentence construction, punctuation, and grammar.
- **Managerial:** Semi-Complex - Work requires supervising and monitoring performance for a regular group of employees including providing input on hiring/disciplinary actions and work objectives/ effectiveness, performance evaluations, and realigning work as needed. A first line supervisor typically performs these functions.
- **Budget Responsibility:** Has no budget responsibility.
- **Policy/Decision Making:** Significant - The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. More complex work as well as decisions with more significant impacts are typically reviewed prior to being finalized.
- **Technical Skills:** Comprehensive Application - Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.
- **Interpersonal/Human Relations Skills:** High - Interactions at this level typically result in recommendations regarding policy development, changes in policy, and implementation of policies. Interactions at this level are typically concerned with providing communications at higher levels of organizational operations and may utilize activities such as evaluating customer satisfaction, developing cooperative associations, and allocating resources to improve work operations, work quality, overall achievement of organizational goals and objectives, and customer satisfaction.

HEALTH AND SAFETY

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Machines, Tools, Equipment and Work Aids

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- Tools: N/A
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STAFF BEHAVIORS AND EXPECTATIONS

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- **Innovation** – Be resourceful by exploring new ideas that add value or eliminate waste. Be progressive by thinking and looking ahead. Be curious by testing the value of the process and challenging the status quo.
- **Adaptability** – Be a champion by accepting and supporting changes. Be purposeful by taking ownership of your role in change. Be connected by connecting to the big picture.
- **Initiative** – Be a leader by taking opportunities to lead regardless of your role. Be proactive by taking action to address problems and opportunities without being asked. Just do it! Be a problem solver by removing obstacles so others can succeed; Troubleshoot instead of blame when mistakes happen.

LEADERSHIP BEHAVIORS AND EXPECTATIONS

- Coaching and Mentoring
 - Leading with humility
 - Building a trusting environment
 - Facilitating employee development
 - Providing positive, meaningful work for employees
 - Welcoming employee involvement in decision-making and listening to employee opinions
 - Appreciating, recognizing and reinforcing employee contributions
 - Fostering teamwork
 - Encouraging employees to be problem solvers, however, providing assistance when problems are elevated
 - Supporting others to successfully manage organizational and departmental change
 - Addressing performance problems and issues promptly
- Operational Excellence
 - Setting clear, actionable goals and expectations that align with organizational vision, mission, and strategy
 - Champion the culture
 - Engaging employees to maximize individual contribution to drive organizational success
 - Promoting employee wellbeing by encouraging participation in wellness and safety programs
 - Achieving quality results by measuring progress against goals
 - Sharing information, advice, and constructive feedback to help others be more successful

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Employee Signature

Date