

Job Title: Executive Assistant

Job Status: Full-Time

Department: Executive Services

Job Grade: 208

Reports To: Executive Leaders

Work Setting: Hybrid

Pay Status: Non-Exempt

Date Created/Updated: 7/9/2024

Location: Main Office

Position Summary

The Executive Administrative Assistant is responsible for administrative and thorough day-to-day support for executive leadership, in addition to serving as a liaison between the CEO's office, leadership team, and executive team. This role is responsible for maintaining confidentiality of all matters related to the Executive office and assigned duties.

Essential Duties & Responsibilities

ADMINISTRATIVE SUPPORT

- Prepare a variety of complex reports, such as payroll and expense reports, attending meetings to gather information, conducting internet and other research, and writing draft documents
- Prepare a variety of documents, requisitions, purchase orders, resolutions, and other correspondence
- Prepare, facilitate, and manage the tracking status of financial, administrative, and budgeting reports; assemble reports for Board and Executive review
- Create and maintain a system for organizing and storing both electronic and hard-copy information and records, and implement record retention policies and procedures
- Attend and assist with Open Session and Board meeting execution, as needed
- Follow up on sensitive customer complaints and inquiries
- Make all travel arrangements for Executive team, and assist with Board of Trustees affairs for business meetings, as needed
- Coordinate, perform, and facilitate special projects and other duties as assigned
- Verify, consolidate records, and execute specific documents on Executive members' behalfs
- Provide skilled, highly responsible support to Executive and Leadership teams, assisting in completion of their professional duties and responsibilities

COMMUNICATION

- Maintain appointment schedules and calendars for Executive members and provide reminders as appropriate.
- Coordinate and organize meetings, including notification to prospective attendees, set-up, pre-and post-meeting correspondence, meeting minutes and records, and any required follow-up
- Receive and screen communications to Executive members, including telephone calls, mail and email messages, and provide assistance using independent judgment to determine items requiring priority attention; research and respond to communications as appropriate, tactfully on behalf of Executive members
- Provide information, organize meetings, and serve as the liaison for Executive office communication with other city departments, community organizations, committees, and the public. Follow-up on assignments given to management staff and provide status reports to Executive members

GENERAL RESPONSIBILITIES

- Maintain regular attendance; leave schedule should be managed so as to not interfere with the ability to accomplish tasks, including special projects and assignments with deadlines
 - Adhere to NBU safety guidelines and practices at all time and in all situations
 - Maintain a clean and safe work area, office, field site, and vehicle as applicable
- Develop and maintain effective customer service skills for communications with co-workers, customers, and the public, in general
- Maintain strict confidentiality of business, employee, and customer information in written and oral communications and safeguard sensitive documents
 - Adhere to NBU policies and procedures

- Exemplified NBU Core Values of Integrity, Stewardship, Team, Culture and Safety
- Participate in and support initiatives to reach annual NBU Performance Measures

Formal Education and Work Experience Requirements

Degree/Diploma Obtained: High School

Field of Study: General Studies

Diploma/GED

Other: Some college or advanced education

Work Experience Time Frame: Five Years or More

preferred

Certification and Licensures Requirements

Click or tap here to enter text.

Other Minimum Qualifications

Behavioral Competencies

- Organizational skills. Consistently manage workloads effectively, use resources efficiently, and orchestrate multiple activities at once to accomplish a goal. Ensure that all follow-up responsibilities are completed timely and with minimal supervision. Anticipate, improvise, and adapt for optimal resolutions.
- Communication skills. Ability to write clearly and succinctly. Communicate effectively with Executives to express thoughts and ideas clearly.
- Process Oriented. Good at figuring out the processes necessary to get things done, knows how to organize people and activities, understands how to separate and combine tasks into efficient work flow, understands business needs and trends and can see opportunities for synergy and integration.
- Attention to Detail. Double-checks the accuracy of information and work product to provide accurate and consistent work. Provides information on a timely basis and in a usable form to others who need to act on it. Carefully monitors the details and quality of own and others' work. Completes all work according to procedures and standards.
- Preference for experience in legal and/or policy development, including research, drafting, and analysis of legal documents or policy proposals.

Knowledge of Computer Software

	No Knowledge	Beginner	Intermediate	Expert
ArcGIS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AutoCAD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crystal Reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Access	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Excel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Word	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Publisher	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft PowerPoint	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other Software Knowledge

ADP, SDOL, Adobe, Harris, Laserfische

Experience with Machines, Tools, Equipment and Other Work Aids

Telephone, copier, scanner, fax, machine, postage machine, typewriter, shredder, paper cutter, whole punch, label maker, stapler, calculator, binding machines

Physical Demands

Standing: Occasionally

Making Presentations

Observing Work Sites

Observing Work Duties

Communication with Co-Workers

Fine Dexterity: Constantly

Computer Keyboard

Telephone Keypad

Calculator

Calibrating Equipment

Walking: Occasionally

To Other Departments/Office/Office Equipment

Around Worksite

Lifting: Rarely

Supplies

Equipment

Files

Carrying: Occasionally

Supplies

Equipment

Files

Sitting: Constantly

Desk Work

Meetings

Driving

Reaching: Occasionally

For Supplies

For Files

Handling: Constantly

Paperwork

Monies

Kneeling: Rarely

Filing in Lower Drawers

Retrieving Items from Lower Shelves/Ground

Pushing/Pulling: Occasionally

File Drawers

Equipment

Table and Chairs

Hose

Climbing: Rarely

Other: [Click or tap here to enter text.](#)

Stairs

Ladder

Step Stool

Onto Equipment

Vision: Constantly

Reading

Computer Screen

Driving

Observing Worksite

Foot Controls: Never

Driving

Operating Heavy Equipment

Dictaphone

Balancing: Never

On Ladder

On Equipment

On Step Stool

Bending: Constantly

Filing in Lower Drawers

Retrieving Items from Lower Shelves/Ground

Making Repairs

Crouching: Occasionally

Filing in Lower Drawers

Retrieving Items from Lower Shelves/Ground

Crawling: Rarely

Under Equipment

Inside Attics/Pipes/Ditches

Hearing: Frequently

Communication Via Telephone/Radio/To Co-Workers/Public

Listening to Equipment

Twisting: Rarely

From Computer to Telephone

Getting Inside Vehicle

Talking: Frequently

Communication Via Telephone/Radio/To-Co-Workers/Public

Environmental Factors

	Never	Seasonally	Several Times Per Year	Several Times Per Month	Several Times Per Week	Daily
Extreme Temperature (Heat, cold, extreme temp. change)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wetness and/or humidity (bodily discomfort from moisture)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respiratory Hazards (Fumes, gases, chemicals, dust, and dirt)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise and Vibration (sufficient to cause hearing loss)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Hazards (High voltage, dangerous machinery, aggressive Customers)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Health and Safety Conditions

	Never (Never Occurs)	Rarely (Less than 1 hour per week)	Occasionally (1/3 or more of the time)	Frequently (From 1/3 to 2/3 of the time)	Constantly (2/3 or more of the time)
Mechanical Hazards	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemical Hazards	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electrical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explosives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicable Diseases	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Danger or Abuse	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other: Click or tap here to enter text.

Primary Work Environment: Office Environment

Other: Click or tap here to enter text.

Overall Strength Demands

- Sedentary - Exerting up to 10 pounds occasionally or negligible weight frequently, mostly sitting
- Light - Exerting up to 20 pounds occasionally, 10 pounds frequently, walking or standing often
- Medium - Exerting 20 - 50 pounds occasionally, 10 - 25 pounds frequently, or 10 pounds constantly
- Heavy - Exerting 50 - 100 pounds occasionally, 25 - 50 pounds frequently, or 10 - 20 pounds constantly
- Very Heavy - Exerting 50 pounds constantly

Non-Physical Demands

	Never	Rarely	Occasionally	Frequently	Constantly
Time Pressure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emergency Situations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequent Change of Task	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Irregular Schedule/Overtime	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performing Multiple Tasks Simultaneously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working Closely with Others as Part of a Team	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tedious or Exacting Work	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noisy/Distracting Environment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other: [Click or tap here to enter text.](#)

Employee Statement of Understanding

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYEE AGREEMENT BETWEEN NEW BRAUNFELS

UTILITIES (NBU) AND THE EMPLOYEE. Nothing in this position description restricts NBU's ability to assign, reassign or eliminate duties and responsibilities of this job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

Employee's Signature

Employee's Printed Name

Date