

**MAJOR FUNCTION**

This is administrative and secretarial work supporting the City Manager. Work is characterized by initiative, independence, good judgment and diplomacy and involves continual inter-organizational relations and extensive public contact. An employee in this class is responsible for performance of functions that are varied in subject matter and level of difficulty and range from standardized clerical assignments to administrative duties. Work requires the application of an extensive working knowledge of the City organization and its programs, services and functions. Work is performed under general or administrative supervision and is reviewed through conferences, observation and results attained.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Attends to the administrative details and ensures the coordinated flow of related work products in the City Manager's office, settings work goals and objectives as needed to successfully meet changing priorities and deadlines. Interacts daily with elected officials, City administrators, City staff and the general public. Screens telephone calls to the City Manager and answers inquiries and questions or refers to appropriate department or City personnel to be addressed and follows up, as necessary, to ensure desired results. Schedules appointments and maintains the City Manager's appointment calendar. Receives and announces the general public, government officials, staff, and City Commissioners visiting the City Manager's office. Prepares correspondence, memoranda, agendas, routine and special reports, forms, documents and other materials. Sorts and prioritizes City Manager's mail and refers for action when necessary. Establishes and maintains a comprehensive filing system. Attends staff meetings, records work assignments, and maintains assignment log. Works directly with department managers to facilitate status reporting on respective assignments and objectives. Makes arrangements for conferences/meetings initiated or accepted by the City Manager, including space, time and place and informs participants of topics to be discussed, as applicable. Provides secretarial and administrative support needed to enable the Manager to fulfill obligations and responsibilities to professional organizations in which the Manager holds membership. Processes confidential matters as required. May take and prepare minutes of meetings. Makes travel arrangements for the City Manager and prepares and maintains all required documents. Performs limited analyses and prepares and summarizes moderately complex statistical data. Assists in all related clerical and administrative work as directed. Performs related work as required.

**Other Important Duties**

May serve as recording secretary at conferences and meetings. Conducts studies and surveys to collect information on operational and administrative issues. Assists the City Manager in operating personal computer and managing electronic documents and data, as necessary. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge Abilities and Skills**

Thorough knowledge of business English, spelling and punctuation, office practices and procedures. Extensive knowledge of the functions of the City departments and general knowledge of municipal government. Ability to make decisions in accordance with rules, regulations or policy and apply these to work problems. Ability to establish and maintain effective working relationships with City officials and department heads. Ability to receive and work with the general public with courtesy and diplomacy. Skill in the use of microcomputers and associated programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of an associates degree or completion of a vocational/technical program in office administration, secretarial science or a related area and four years of experience that includes secretarial, administrative or professional experience in an office setting; or possession of a high school diploma or an equivalent recognized certificate and six years of the required experience; or an equivalent combination of training and experience. A Certified Professional Secretary Certificate may substitute for one year of the required experience.

Necessary Special Requirements

Must possess a valid Class E State driver's license at the time of appointment.

Ability to operate a microcomputer using word processing applications at the normal user level, as defined by the City of Tallahassee, with at least 75% accuracy.

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