

EXECUTIVE ASSISTANT TO THE POLICE CHIEF

Salary Range: 24 (Confidential Salary Schedule)

DEFINITION

Under general direction, performs a variety of responsible, complex, and highly confidential administrative, technical, and secretarial support duties primarily for the Police Chief; exercises initiative, judgment, and tact in responding to and dealing with other law enforcement agencies, members of the community, and public officials; exercises functional and technical supervision over clerical and administrative staff; leads the department Social Media Team; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS

This is a journey level non-sworn classification in the Police Department and is expected to work independently with minimal supervision. The incumbent is responsible for performing a variety of highly confidential duties in support of the Police Chief.

SUPERVISION RECEIVED AND EXERCISED

The incumbent reports to the Police Chief, and may exercise technical and functional supervision over assigned staff.

ESSENTIAL DUTIES, KNOWLEDGE, AND ABILITIES

Duties may include, but are not limited to the following:

- Performs a variety of complex and confidential administrative, technical, and secretarial support functions for the Police Chief and staff.
- Independently exercises good judgement and consistently demonstrates a thorough knowledge of departmental operations, policies, and procedures.
- Maintains multiple department calendars; coordinates multiple schedules; makes travel arrangements as required.
- Receives and screens visitors, telephone calls, emails and regular mail; provides information and resolves issues for City staff, other organizations, and the public, requiring the use of judgment and the interpretation of laws, policies, rules and procedures.
- Performs administrative support duties pertaining to Internal Affairs Investigations; ensures compliance with Memorandum of Understandings and the Peace Officers' Bill of Rights.
- Performs administrative support duties pertaining to Skelly Hearing procedures, document preparation, and timeline management.
- Processes and tracks personnel action forms and evaluations.
- Facilitates Council Agenda item preparation for City Council meetings.
- Manages the implementation and distribution of Policy and Procedure Manual updates.
- Manages the implementation and distribution of Department Directives of the Police Chief.
- Manages the implementation and distribution of Personnel Orders of the Police Chief.
- Assists in highly complex and detailed coordination of Department Accreditation processes and requirements.

- Receives, opens, timestamps, and sorts mail; responsible for disseminating all time-sensitive documents received by and sent from the Office of the Chief and police administration, including the Professional Standards Unit.
- Provides a variety of support to City commissions, committees, and/or task forces; prepares and distributes agenda packets, attends meetings and prepares minutes, and follows up on decisions as required.
- Organizes and maintains various administrative, confidential, reference, and follow up files and records for the Police Chief, including confidential background, training and personnel files.
- Prepares detailed and often confidential correspondence, reports, forms, invitations, graphic materials, and specialized documents from drafts, notes, brief instructions, corrected copy, or dictated tapes; proofreads materials for accuracy, completeness, compliance with departmental policies, format, and English usage, including grammar, punctuation and spelling.
- Coordinates and plans events such as open house, chamber of commerce events, memorial functions, Honors and Awards ceremonies, large meetings, in-house training and other department functions/events.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; may operate other department specific equipment.
- Directs, coordinates and reviews the work of office support staff assigned to Administration on a project or day-to-day basis; trains staff in work procedures; oversees work product of support staff.
- Social Media Team Leader – coordinates monthly planning meetings and gives assignments to other team members for coordination of monthly themes to support the Mission, Vision and Values of the Police Department.
- When directed, requires after hours and weekend monitoring of various social media platforms and sites to provide responses and information to citizens in cases of emergency and safety precaution notifications.
- Performs other duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

- Basic principles of supervision and training
- Organization and function of public agencies, including the role of City Council, the Police Chief, and appointed boards and commissions
- Applicable City and Departmental codes, policies, procedures, rules, regulations, laws, and guidelines
- Contemporary office and administrative processes, procedures and systems
- Business letter writing and basic report preparation
- Business arithmetic and basic statistical techniques
- Records management principles and practices
- Modern office practices, methods, and computer equipment

- English usage, grammar, spelling, vocabulary, and punctuation
- Techniques for providing a high level of customer service and dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone

Ability to:

- Plan, organize, schedule, assign, review, and provide input into the evaluation of the work of the staff
- Identify and implement an effective course of action to complete assigned work
- Inspect the work of others and maintain established quality control standards
- Train others in proper work procedures
- Provide varied, confidential and responsible secretarial and office administrative work requiring the use of independent judgment, tact, and discretion
- Understand the organization and operation of the City, the Police Department, and of outside agencies as necessary to assume assigned responsibilities
- Respond to and effectively prioritize multiple phone calls, walk-up traffic, and other requests/interruptions.
- Interpret, analyze, and apply federal, state and local laws, rules and regulations related to areas of assignment
- Interpret and implement policies, procedures, technical processes and computer applications related to area of assignment
- Analyze and resolve office administrative and procedural concerns and make process improvement changes to streamline procedures
- Perform basic research and prepare reports and recommendations to the Chief of Police, administrative, and management staff
- Compose correspondence and reports independently or from brief instructions
- Establish and maintain a complex and extensive records management system for the department
- Follow and adhere to department policies, procedures, rules, directives and guidelines
- Take a proactive approach to customer service issues in a professional manner
- Make accurate arithmetic calculations
- Organize own work, coordinate projects, set priorities, meet critical deadlines and follow up on assignments with minimum direction
- Operate modern office equipment including computer equipment and software programs
- Use English effectively to communicate in person, over the telephone and in writing
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations
- Establish and maintain effective working relationships with those contacted in the course of work
- Monitor all social media platforms to provide information to citizens of ongoing events, incidents or active searches
- Maintain confidentiality of all records and information
- Meet the physical requirements necessary to safely and effectively perform the assigned duties

Minimum Qualifications:

Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to completion of the twelfth (12th) grade supplemented by a minimum of 15 units of technical or college-level courses in business, office management or a related field, and three (3) years of responsible secretarial experience involving assisting executive management or a high-level official with administrative duties such as typing, filing, calendar coordination, public relations, and project coordination tasks.

GENERAL QUALIFICATIONS**License Requirement**

A valid California Class C driver license or higher with a satisfactory driving record is required at the time of appointment. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

Physical Requirements

The incumbent appointed to this class must be physically able to perform the duties of this position, including the mobility to work in a standard office setting and use standard office equipment, including a computer; the ability to operate a motor vehicle and to visit various City sites and attend off-site meetings; vision to read printed materials and a computer screen; hearing and speech to communicate in person, before groups and over the telephone; finger dexterity to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment; ability to bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information; occasionally lift and carry computer and other equipment, reports and records that typically weigh less than 10 pounds; may move heavy and/or awkward objects to gain access to computer networks.

Working Conditions

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances, and may interact with upset staff and/or public representatives in interpreting and enforcing departmental policies and procedures. Employees may be required to work on evenings, weekends and holidays, and participates in afterhours on-call assignments.

FLSA: NE

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.

Adopted: December 2016

Updated: July 2020