



SPRINGFIELD UTILITY BOARD

Job Description

TITLE: Executive Assistant
REPORTS TO: General Manager

STATUS: Non-Exempt / Non-union
RANGE: 18

POSITION SUMMARY: The Executive Assistant position provides a full range of administrative, secretarial and receptionist support for the General Manager and Board of Directors. Performs other duties as assigned.

MAJOR RESPONSIBILITIES

Essential Functions

1. Supports and models behavior to promote the Mission and Core Values of SUB to staff and customers.
2. Develops and maintains professionalism and effective teamwork in the performance of job duties.
3. Maintains reliable and predictable attendance.
4. Acts as confidential administrative support to the General Manager and Board of Directors. This includes access to data and information of a sensitive or highly confidential nature.
5. Provides primary administrative support to the General Manager by reading, researching and routing correspondence; drafting letters and documents; collecting and analyzing information.
6. Produces information by transcribing, formatting, inputting, editing, retrieving, copying and transmitting text, data and graphics.
7. Attends regular and special Board meetings, usually after hours; takes and finalizes minutes for all meetings.
8. Responsible for the management of department records and files, including application of the current legal retention schedule.
9. Updates and maintains Board Policy Manual.
10. Works quickly, accurately and thoroughly with close attention to detail to meet deadlines under both normal and stressful situations.
11. Understands, interprets and conveys policies and procedures. Applies policy information in making work decisions or in providing information to others.
12. Schedules travel plans, meetings and related appointments for the General Manager and Board members.
13. Processes incoming telephone calls from customers and staff and monitors/maintains voice mail. Responds to requests for information in a pleasant, tactful and courteous manner.
14. Opens, date stamps and routes mail.

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15. Reconciles VISA statements on a monthly basis. Assigns budget codes to statements and invoices.
16. Orders special office supplies for department.
17. Conducts research, gathers and analyzes information for projects or special assignments.
18. Receives, directs, and responds to a wide variety of incoming calls and visitors; answers questions regarding program area; provides information and referrals as appropriate; directs customers to additional information sources; records and tracks customer contacts, interests, participation and satisfaction.
19. Investigates, tracks and resolves customer complaints and recommends corrective action. Handles escalated customer complaints and issues independently.
20. Manages time in an efficient and effective manner to successfully carry out all responsibilities.
21. Maintains a safe working environment in the office, working in the field or traveling to a meeting. Identifies, strives to prevent and avoids unsafe work areas or conditions.
22. Utilizes project management skills effectively and efficiently, including team building, goal setting, staying on schedule and keeping within budget.
23. Maintains and coordinates appointments and events for the General Manager employees via paper and electronic scheduling. Includes travel and training arrangements.
24. Skilled use of computer hardware/software and other office machines in all office applications, including, but not limited to, Excel, Word, Access, E-mail, electronic scheduling and Dictaphone. Uses same in daily correspondence, reports, charts, graphs, bids, contracts, etc. Data comes from variety of sources including written, oral and dictation.
25. Supervises work of occasional temporary agency employees.
26. Maintains valid Oregon driver's license and good driving and safety record.

Marginal Functions

None

Given the dynamic and challenging environment of the utility industry and our mission to provide exceptional service to our internal and external customers, additional duties and responsibilities, other than those listed in this job description, may be assigned (contingent on labor agreement provisions, if applicable). Your supervisor will communicate these changes either formally or informally, verbally or in writing.

Attributes

SUB strives to promote a safe, positive and caring work environment. In addition to the above responsibilities, the following attributes are essential to be a successful employee at SUB:

- Being committed to SUB's Mission and Core Values
- Complying with safety practices and policies

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- Being professional, honest, courteous and respectful to others in your conduct
- Being responsive to suggestions to improve performance
- Being flexible to adapt to a changing work environment
- Performing as a productive team member
- Being accountable for your own performance, behaviors and contributions
- Taking the initiative to accomplish your responsibilities to the best of your ability

These qualities in our employees ensure that working at SUB is motivating, fun and enjoyable while performing a valuable service to our utility and community.

OTHERS SUPERVISED

- None

MINIMUM QUALIFICATIONS

Experience

- Four years of progressively responsible administrative support experience for upper management
- Administrative support for a Board of Directors preferred
- Office management practices, budgets, office equipment, invoicing and records management

Knowledge, Skills and Abilities

- Ability to provide independent administrative assistance, analysis, decision making, setting priorities and meeting goals in timely manner
- Requires considerable knowledge of modern executive assistant and general office principles and practices
- Keyboarding at 60 wpm without error
- Intermediate knowledge and skill level of Microsoft Office Word, Excel, Access and PowerPoint software
- Excellent organizational skills to maintain records and files, both electronic and manual
- Operation of all general office equipment, including personal computers, typewriter, 10-key, multi-line phones, fax machine and photocopier
- Excellent knowledge and application of basic English, grammar and spelling
- Ability to use tact, excellent communication skills, discretion and courtesy in interactions with customers, co-workers and vendors when dealing with issues of a sensitive or confidential nature
- Ability to perform a volume of precise tasks neatly and without error under both normal and stressful situations
- Ability to provide independent administrative assistance, analysis, decision making, setting priorities and meeting goals in timely manner.

Education

- High school diploma or equivalent
- Associate's degree in administrative office professional course of study preferred, or equivalent training through progressive work experience, college coursework, or training

PHYSICAL AND MENTAL REQUIREMENTS

- **ALERTNESS AND CONCENTRATION:** Maintains full alertness and concentration at all times.
- **ABILITY TO DEAL WITH STRESS:** Makes decisions calmly in stressful situations. Interacts well with co-workers. Able to coordinate many tasks at the same time, employing a variety of equipment at the same time.
- **VISION:**
 - Far visual acuity:** Sees adequately to drive a vehicle.
 - Near visual acuity:** Reads small print on maps, plans, labels, reports, numerous other written documents and computer screens.
 - Peripheral vision/depth perception:** Maintains full field of vision in all directions to assess proximity to office furniture and building characteristics.
 - Color vision:** Judges red, green and yellow traffic lights adequately to drive on highways.
- **HEARING:** Hears spoken conversation well and while on the telephone despite background noise from others in the room or other communication devices in use.
- **SPEECH:** Speaks loudly and clearly enough to be accurately understood at a distance of 10 feet and on the telephone. Speaks clearly communicating by two-way radio.
- **STANDING:** The worker stands on the job very short periods of time.
- **SITTING:** Worker sits on a variety of office chairs and furniture 7-8 hours daily.
- **WORKER MOBILITY:** Can change position frequently, in and out of office furniture, which requires full body bending and/or twisting. Must be able to operate manual transmission.
- **WALKING:** Walks around office site(s) at times. Total walking per shift is 0-15 percent. Walking occurs on rugs, hard floors, and some outside walking on asphalt and gravel.
- **LIFTING/CARRYING:** 0-5 lbs.--often; 11-20 lbs.--occasionally.
- **PUSHING/PULLING:** Pushing/pulling filing drawer cabinets and other office furniture.
- **REACHING/HANDLING:** Writes and types information, draws diagrams, uses 10-key, does data entry, uses computer, opens envelopes, uses telephone, radio, etc.

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- **TWISTING:** Some twisting is required when lifting items or handing items to fellow workers.
- **CLIMBING:** Climbs stairs at various site(s) for business and breaks.
- **CRAWLING:** Not usually required.
- **ENVIRONMENTAL FACTORS:** Minimal exposure to natural environment.
- **PRODUCTS AND MATERIALS:** Paper goods, glue, copier and printer chemicals and ink.
- **MACHINES/TOOLS/EQUIPMENT:** Uses 10-key, computer, typewriter, copier, phone, two-way radios and other office equipment.

Revised: 12/20/2016