

JOB TITLE: Executive Assistant / Office Coordinator
DEPARTMENT: Administration
REPORTS TO: Executive Assistant & Board Process Manager
LOCATION: Lewisville, Texas
SALARY GRADE: DOQ (\$41,696.00 - \$52,120.00 annually)

LAST REVISION DATE: 09/2021
EEO: Clerical
FLSA: Exempt, Regular Full-time

PURPOSE OF JOB

To maintain office facility and systems and provide advanced administrative and project support for executive staff. To perform a variety of highly responsible and complex secretarial and administrative duties for the agency. The incumbent must keep multiple tasks on schedule, use tact and judgment, and preserve confidentiality of sensitive information.

The incumbent in this class performs under the general supervision of the Executive Assistant & Board Process Manager, as well as the leadership team staff members they support and must keep multiple tasks on schedule, use tact and judgment, and preserve confidentiality of sensitive information.

ESSENTIAL FUNCTIONS

Executive Support:

- Answer, relay and return phone calls for executives
- Maintain executive's appointment schedule by planning and scheduling meetings, conferences, teleconferences, and travel
- Monthly P-card and expense report coordination, reconciliation and submission
- Prepare independent draft reports and documentation
- Maintain records and files regarding department administrative activities
- Retain confidential files and distribute accordingly
- Independently respond to letters and general correspondence not requiring the attention of management personnel
- Produce information by transcribing, formatting, inputting, editing, retrieving, copying, and transmitting text, data, and graphics
- Assists with Open Records Requests to include receiving, tracking, obtaining documentation, and completion
- Assists the Executive Assistant & Board Process Manager with board meeting items, including but not limited to compiling board information and agenda items, Board Room set up, and the efficient running of the Board Meetings
- Serves as the backup for the Executive Assistant & Board Process Manager on the preparation and execution of all Board Meetings to include communication with the Board as necessary
- Other projects as assigned

Office Management:

- Manage overall facility and related vendors, including all vendor contracts
- Manage administrative office furniture inventory, acquisition of new furniture and coordination with moving company and/or maintenance
- Ensure operation of equipment by completing preventive maintenance requirements; calling for repairs; maintaining equipment inventories
- Records Retention Administration support
- Act as the back-up to the Receptionist, specifically related to answering the phones, attending to the front door, and catering needs
- Assist with onboarding of new personnel through training on agency vehicles, conference rooms, copiers, and other related items
- Interpret and explain DCTA policies, rules, and regulations in response to inquiries; refer inquiries as appropriate
- Provide mutual support across administrative team

Hospitality:

- Reception management, including answering phones, managing/referring inquiries, and coordinating materials for agency meetings
- Works closely with the agency's Receptionist to ensure efficient and effective management of the administrative office

Supply Management:

- Maintain office and breakroom supply inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies
- Maintain copy machine supply inventory to ensure continual usage of all administrative units
- Manage administrative vehicles, including coordination of maintenance, scheduling and staff usage
- Manage DCTA vehicle, conference room and hot spot bookings and requirements

Budget and Invoice Management:

- Research appropriate vendors
- Coordinate required documentation for all vendors
- Set up approved POs as needed
- Receive invoices in a timely fashion

REQUIREMENTS TO PERFORM WORK

Knowledge of:

- Principles and practices of business letter writing;
- English usage, spelling, grammar, and punctuation;
- Modern office methods, procedures, and computer equipment;
- Strong knowledge of Microsoft Office suite including Word, Excel, PowerPoint, and Outlook;
- Principles and practices of routine analytical research;
- General Budget processes;
- Other job specific software as required.

Ability to:

- Understand the organization and operation of the DCTA and of outside agencies as necessary to assume assigned administrative responsibilities;
- Communicate clearly and concisely, both orally and in writing;
- Understand and follow oral and written instructions;
- Prepare draft reports and general correspondence;
- Compile and maintain complex and extensive records;
- Take notes and write summaries of meetings;
- Understand, interpret and explain department policies and procedures;
- Explain and problem solve office issues for the public and with staff;
- Preserve confidentiality of sensitive material routinely encountered as part of work assignments;
- Operate and use modern office equipment including personal computers;
- Establish and maintain effective working relationships with businesses, educational groups, general public, etc;
- Work under time pressures to meet deadlines; and type accurately at a minimum speed of 55 words per minute.

Core Qualities:

- Ability to use his/her time effectively and efficiently and own the responsibilities of his/her position and responsibilities. Values time management and organization. Is able to identify and concentrate on his/her priorities.
- Ability to stay organized, efficient, and self-directed. Can manage a broader range of activities than assigned. Has a desire to own his/her job; however, can be flexible during a time of Agency need.

- Ability to be action-oriented. Not fearful of acting with a minimum of planning or supervision.
- Ability to be driven with energy for the things he/she sees as challenging. Seizes all opportunities.
- Ability to use logic and methods to solve difficult problems and identify effective solutions. Is comfortable with analysis. Looks beyond the obvious and discovers answers before asking first-line questions.
- Ability to write clearly and succinctly in a variety of communication settings and styles. Is able to communicate effectively with the end result in mind.
- Ability to understand a new industry, company or product. Can learn new skills and gain new knowledge. Is able to interact with all Microsoft Office programs.
- Ability to get along with others individually and in a large group. Has the desire to care for the organization's well-being and for the executives he/she supports. Interested in partaking in group development and team building activities.
- Ability to be dedicated to meeting the expectations and requirements of internal and external customers. Immerses himself/herself in customer information and uses it to troubleshoot requests and to impact improvements in products and services. Acts with the customer in mind.
- Ability to work in a highly-driven team environment. The desire to assist others with the completion of projects and responsibilities with the end goal in mind at all times.

The ideal candidate will:

- Possess a positive attitude, and practices good judgement, while open to receiving/providing feedback
- Ability to get along with others, individually and in a large group. Has the desire to care for the organization's well-being and for the co-workers he/she interacts with. Interested in partaking in group development and team building activities.
- Be open to collaborate and work in a team-oriented and helping environment
- Possess an influential and welcoming communication style
- Foster a culture that values critical thinking and problem solving; and encourages constructive feedback, engagement, inclusion, and diversity at all levels

EDUCATION AND EXPERIENCE *(Any equivalent combination of education and experience)*

- Associate's or Bachelor's degree in business or similar field
- Minimum of two (2) years of experience in office management, administrative support, creating and organizing material for governments and/or executive staff, or equivalent combination of relevant education and experience
- Excellent communication skills, with responsiveness experience
- Good technical skills, i.e. typing, word processing, computer operations, telephone
- Equivalent to two (2) years of increasingly responsible secretarial and/or clerical experience, with a background including executive support. Experience supporting multiple positions is desirable
- Possess or ability to obtain a Notary Public Commission within three months of hire

Special Requirements: Hold a current valid Texas Driver's Licenses or have the ability to obtain one upon entry into the position.

PHYSICAL ACTIVITIES:

Physical activity includes but is not limited to: on a continuous basis, sit at a desk for long periods of time; intermittently twist and reach office equipment; write or use keyboard to communicate through written means; occasionally run errands; lift light weight; reaching above the waist, reaching below the waist, and reaching waist to shoulder to reach inventory on shelves; repetitive motion and fingering when using computer keyboard; talking and hearing when dealing with customers.

Additional perks and benefits that accompany full-time employment with DCTA:

- Telecommuting options available, if suitable for your position.
- This position holds a permanent schedule of 8am – 5pm (Monday – Friday); however, flexible office hours may be permitted and coordinated with your supervisor, if suitable for your position.
- One 8-hour paid day off for your birthday.
- Employee portions of Medical and Dental benefits are 100% paid by the employer.
- If you have utilized a Proportionate Retirement Program in the past, the service time transfers to DCTA's retirement system, TCDRS. The following systems apply:
 - Texas Municipal Retirement System (TMRS)
 - Employees Retirement System (ERS)
 - Judicial Retirement System of Texas (JRS)
 - Teacher Retirement System of Texas (TRS)
 - City of Austin Employees Retirement System (COAERS)
- Expanding time-off accruals: 12 days of vacation time accrued for the first year, increasing by one day each year, with a max of 17 days annually. Additionally, employees earn 12 days of sick time each year, 1 personal day, 2 floating holidays, 1 birthday, 8 fixed holidays, and the ability to earn two additional days off through the Wellness Program.
- Regional transit passes (bus and rail) for you and your immediate family
- DCTA strives to continually improve our Servant Leadership culture. We pride ourselves in having an open, caring, and communicative community of employees, with the drive to help build each other up.
- Flexible dress code: business casual, allowing jeans every day (unless otherwise specified for external/special meetings, events, etc.).
- Extensive Wellness Program, including several opportunities to volunteer with the agency, sporadic lunch and learn events, chair massages, the potential to earn two extra days off each year, and continual efforts to improve wellness throughout the agency.