



JOB TITLE:	EXECUTIVE ADMINISTRATOR TO THE GENERAL MANAGER	DIVISION:	DISTRICT – OFFICE OF THE GENERAL MANAGER
REPORTS TO:	GENERAL MANAGER	EEO CATEGORY:	06 - CLERICAL
FLSA:	EXEMPT	SAFETY-SENSITIVE:	NO
CLASSIFICATION:	NON-REPRESENTED	LOCATION:	SAN FRANCISCO

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

### Position Summary

Under general direction, responsible for providing confidential, complex and high-level assistance and administrator support to the General Manager of the Golden Gate Bridge. Acts as liaison between the General Manager, Board of Directors, senior level executives, and District employees. Requires the frequent use of discretion, prudence, initiative, and independent judgment. Responsibilities include regular contact with federal, state, and local government officials, consultants, representatives of transportation, business or community organizations, members of the Board of Directors, and all levels of District personnel to exchange information and explain administrative policies and procedures. Decisions made in this position should significantly facilitate the work of the General Manager and associated management staff; performs related duties and manage special projects as required.

### Essential Responsibilities

- Provides high-level assistance, welcoming visitors, reviewing/routing correspondence, answering questions and meeting requests directed to the General Manager.
- Receives and screens telephone calls, provides authoritative information that requires the use of judgment and interpretation of policies and procedures.
- Researches, compiles and summarizes a variety of informational materials for use by the General Manager; investigates various administrative matters and prepares draft reports or recommendations.
- Follows up and collaborates with Deputy General Managers, Officers, or department heads to keep advised of the status of correspondence, agendas, agenda items and other matters delegated for action or response. Helps make consistent decisions by advising them of historical precedents; serving as liaison between them and the General Manager.
- Prepares a wide variety of drafts and finished documents, using a personal computer, brief instructions or prior materials; initiates specified correspondence independently for signature by an appropriate manager or Board member.

- Reviews and finalize written materials, including Board reports and minutes for completeness, accuracy, proper formatting, compliance with policies and procedures and appropriate English usage.
- Initiates Board report production calendar, reviews reports for content accuracy, grammar and ensures reviews are completed.
- Completes projects and special assignments by determining priorities, managing time, and gaining cooperation of others, monitoring progress, problem solving, and being flexible.
- Identify possible employee program development (as well as implement as applicable) with Human Resources.
- Administrator support role, as needed, for new staff.
- Works with members of the public to address service complaints and concerns as directed.
- Attends and participates in District executive team meetings and other staff meetings as required. Set-up off-site meetings as needed as well as prepares agendas.
- Reviews and at times co-drafts Requests for Proposals as well as participates on District interview panels as time allows.
- At times initiates drafts, edits and finalizes the following: correspondence replies, meeting agendas, employee memorandum messaging, staff biographies for annual legislative meetings, and the General Manager's annual budget book message.
- Relieves the General Manager of certain administrative matters by transmitting information, staying informed of pertinent activities, making appointments, maintaining a calendar, and scheduling and arranging meetings.
- Arranges travel and meetings by developing itineraries and agendas, booking other transportation, arranging lodging and meeting accommodations, if necessary.
- Coordinates District programs such as United Way Campaign, District Employee of the Month program, and other District-wide or Board events as well as participate in the coordination of the Employee Career Achievement Program (Service Award and Retirement).
- Member of the EMAC steering committee, which oversees the District's Emergency Response program.
- Daily oversight and management (including annual review) of the administrative assistant in the General Manager's office as well as step in to facilitate workflow in the absence of the administrative assistant.
- Organizes and maintains various administrative, reference and follow-up files.
- Provides office assistance for members of the Board and the Public Affairs Director as required.
- Ensures that employees under supervision follow established safe work practices and obey all safety rules.
- Regular and reliable attendance is required.

## Required Knowledge, Skills and Abilities

### Working knowledge of:

- Standard office administrative practices and procedures, including business letter writing and the operation of common office equipment
- Microsoft Office Suite and Adobe Acrobat as well as resourcefulness to use appropriate software to manage documents, spreadsheets, approvals, meetings, prepare presentations, and complete travel logistics
- Familiarity with conference call software: WebEx, Uber Conferencing, Microsoft Teams
- Organization and function of public agencies, including the role of an elected Board of Directors

### Skill in or Ability to:

- Record keeping, report preparation and filing methods.
- Correct English usage, including spelling, grammar, punctuation and vocabulary.
- Provide varied, complex, and confidential administrator assistance to a top- level executive.
- Use tact, discretion, initiative and independent judgment in establishing and maintaining cooperative, effective, and productive professional relationships with government officials, representatives of transportation, business and community organizations, members of the general public, members of the Board of Directors, District staff and others.
- Analyze and resolve administrative concerns.
- Research, compile, analyze and summarize a variety of informational materials.
- Composing correspondence independently or from brief instructions.
- Organize work, set priorities, meet critical deadlines and follow up assignments with minimum direction.
- Directing the work of administrative assistant and maintaining high quality performance.
- Quickly ramp up on District functions, personnel and administrative procedures related to the work.

## Minimum Qualifications

### **Education and/or Experience:**

#### **A combination of college level training and position related experience equivalent to:**

- Minimum of five years of position related experience supporting a high level executive, including assisting governmental and business officials and supervising administrative staff
- Bachelor's degree in business, public administration, or related field. Additional qualifying experience may be substituted on a year per year basis in lieu of degree. A statement supporting additional qualifying experience must be submitted at time of application
- Demonstrated proficiency using advanced computer skills preferred



**Physical Requirement:**

Mobility to work in a typical office setting. Ability to communicate in person and over the telephone. Ability to read printed materials and a computer screen. Ability to travel to District facilities. Routine use of computer, telephone and other office equipment.