



## TOWN OF SURFSIDE

### SENIOR EXECUTIVE ASSISTANT TO TOWN MANAGER

**DEPARTMENT:** EXECUTIVE

EXEMPT

**GENERAL DESCRIPTION:**

The Senior Executive Assistant is distinguished from other administrative support classes in that the position provides highly confidential and sensitive support to the Chief Administrative Officer (Town Manager) and the Town Commission, the legislative body responsible for setting the general policy direction of the Town. Responsibilities require the exercise of independent judgment, technical knowledge of the specific area of assignment, municipal processes and procedures, and of overall Town and community activities. This is a single-position classification.

**ESSENTIAL JOB FUNCTIONS:**

1. Reports directly to the Chief Administrative Officer (Town Manager) of the Town of Surfside to help advance the Manager's objectives to further the Town's mission by executing technical, specialized, complex and difficult administrative activities requiring the use of independent judgment, confidentiality and time management; supports the Manager through research, writing, and information coordination.
2. Facilitates professional interaction and communication with the Mayor, Vice Mayor and Commissioners; act as first point of contact with developers, professional staff, residents and public for the Town Manager and Executive Office; independently responds and screens communications to the Town Manager and provides assistance using independent judgment to determine those requiring priority attention; act with social and cultural sensitivity and patience when interacting with individuals with diverse backgrounds and potentially disconcerted callers and visitors to the Executive Office.
3. Prioritizes, channels, and facilitates communication from the Executive Team - Finance, Town Attorney, Town Clerk, Police, Human Resources, Planner, Public Works, Building, and Code Compliance, and department coordinators through the Town Manager's office serving as the primary point of contact for the Team to ensure communication of information to/from the Executive Office; performs duties both independently and in close collaboration with the Executive Team to support the Town Manager; disseminates communications per the Town Manager to Town Committees, employees, general public, representatives of public and private organizations and others sufficient to exchange or convey information.
4. Prioritizes and manages multiple projects to assist the Town Manager in the preparation of the Town Commission agenda; collates and edits updates from the Executive Team into the Town Manager's report; edits communications and memos to the Commission provided by the Executive Team and Town Manager; types reports from draft provided by the Town Manager.

5. Reviews and summarizes reports and documents; prepares background documents; researches and analyzes projects for the Town Manager; organizes and coordinates projects, sets priorities, meeting deadlines and follows up on assignments with minimal direction; drafts, reviews, and executes correspondence, letters, memos, emails, and timely responses to requests, invitations, and phone calls; includes determining priority and responding on behalf of the Town Manager as necessary.
6. Manages the publishing of the Surfside Gazette, the Town's monthly publication produced through the Executive Office, mailed and distributed to approximately 6,000 residents and readers. The Gazette is a highly visible publication which provides information on services, recent legislative action and special programs, events, community issues, activities of downtown businesses, special Town initiatives, elections, as well as matters regarding Public Works, Police Department initiatives, and Parks and Recreation events; includes Town Manager message, Town calendar, highlight of exceptional resident, vendor advertising, etc.; coordinates with the managing editor to set the production schedule each month; responsible for proofreading to ensure material is clear and consistent, complete and credible, and that text is well written and grammatically correct and layout is balanced and symmetrical; copy-edit to check content, consistent styles and reword and/or rewrite when necessary; coordinate with Executive team and managing editor to ensure all required materials and photos/graphics are submitted; resolve queries directly with the managing editor for style and text inconsistencies; ensure that illustrations/photos are correctly captioned and referred to in the text; discuss and resolve any potentially problematic issues with the managing editor and Town Manager; manages the advertising section of the publication which involves coordinating vendor ads, contracts and payment of ads; coordinates with managing editor to update mailing list; ensures that publication is prepared on budget and on schedule; proofreads preliminary proofs for accuracy; presents final proof to Town Manager for approval for printing and distribution.
7. Coordinates the monthly meeting of local municipal city/town/village Managers; notifies participants of date, time and location of meeting; follows up with Managers and staff to RSVP; assists in coordinating any special presentations for the meetings.
8. Manages and maintains a complex calendar, including a range of internal and external meetings in a highly dynamic, fast paced environment, requiring frequent reprioritization and shifting appointments.
9. Coordinates meetings with the Town Manager for individual Town Commissioners for briefings on relevant items and issues; schedules briefings for the Commission to review the Town Commission agenda; follows up on any requests or action items as a result of meetings as directed by the Town Manager.
10. Coordinates the Town's Welcome Kit Program which provides new residents of Surfside with pertinent Town information and a variety of merchandise and products; publishes and edits the welcome brochure; collects items representative of the Town and promotes local businesses to be included in the kit; coordinates the distribution of the Welcome Kit in conjunction with the Police Department.
11. Processes accounts payables and reimbursements for Executive Office and Town Commission.

12. Maintains an organized system for tracking, monitoring, and prioritizing tasks and projects. Activity requires collaboration with multiple parties, and handling of sensitive and confidential information; maintains current filing system.
13. Participates in Staff meetings with the Executive Team to review and follow up on action items; takes minutes and composes correspondence from dictation; attends other meetings when requested.
14. Manages the complex schedule of the Town Manager, including project deadlines as well as meetings, municipal engagements, and other calendar events; keep the Town Manager organized and up-to-date on daily tasks.
15. Creates PowerPoint presentations to support reports and agenda items; creates flyers for special events for various Town departments.
16. Facilitates arrangements for travel and logistics for meetings, engagements and conferences and processing related expense reports and reimbursements for Town Manager and Town Commission.
17. Participates as a member of the Command Staff to provide administrative support for the Emergency Operations Center in emergency or disaster situations
18. Works with frequent disruptions from Staff, visitors and callers to the Executive Office; works additional hours to complete tasks that are deadline-sensitive.

**MINIMUM QUALIFICATIONS:****KNOWLEDGE, ABILITIES AND SKILLS:**

- Performing technical, specialized, complex and difficult executive level administrative work requiring the use of independent judgment.
- Interpreting and implementing policies, procedures and computer applications related to the department or organizational unit to which assigned.
- Analyzing and resolving office administrative and procedural problems.
- Performing basic research and preparing reports and recommendations. Overseeing projects or programs and/or supervising, monitoring and evaluating the work of staff.
- Organizing own work, coordinating projects, setting priorities, meeting deadlines and following up on assignments with a minimum of direction.
- Using initiative and independent judgment within established policy and procedural guidelines.
- Providing complex executive level administrative support in the areas of procurement, budgeting, report preparation and staff communication.
- Communicating effectively with co-workers, subordinates, superiors, the general public, representatives of public and private organizations and others sufficient to exchange or convey information.

**EDUCATION AND EXPERIENCE:**

Minimum of five (5) years of C- level executive administrative support, supervisory or lead experience in the area of assignment; Four (4) years of experience with municipal government operations and processes; equivalent to completion of

two (2) years of college-level coursework in business or a field related to the work; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job as listed above.

**ESSENTIAL PHYSICAL SKILLS:**

- Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer.
- Strength to lift and carry materials weighing up to 10 pounds.
- Vision to read printed materials and a computer screen.
- Hearing and speech to communicate in person and over the telephone.

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Revision History: 4/18/08; 5/5/08; 10/26/09; 5/3/12; 9/17/14

**This job description does not constitute an employment agreement between the Town of Surfside and the employee. It is used as a guide for personnel actions and is subject to change by the Town as the needs of the Town and requirements of the job change.**

Approved:

Town Manager's Signature: \_\_\_\_\_

*Michael Crotty*