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# Castro Valley Sanitary District

## POLICIES AND PROCEDURES MANUAL

**POLICY TITLE:** Job Description – Executive Assistant to the General Manager/Clerk of the Board  
**POLICY NUMBER:** 2365

**2365.1** Definition. Provides varied confidential, responsible, difficult, and complex administrative and clerical duties; prepares materials for meetings of the Board of Directors and maintains critical document files; plans, organizes, and administers specific aspects of a comprehensive District records management program and District-wide retention schedule; interacts with elected officials, District General Counsel, executive staff, the public, the Press, and employees at all levels of the organization.

**2365.2** Supervision Received and Exercised. Supervision is provided by the General Manager. No direct supervision is exercised. May provide oversight to office administrative support staff including interns and/or volunteers.

**2365.3** Class Characteristics. This is a fully experienced paraprofessional classification. Responsibilities require the frequent use of tact, discretion, and independent judgment as well as knowledge of departmental and CVSan activities. The work requires the interpretation and application of policies, procedures, regulations and involves frequent contact with the public. This class is distinguished from other administrative positions by the wider variety of more complex tasks performed, the greater degree of independence exercised, and the high degree of confidentiality required. The incumbent is required to use initiative, independent judgment, tact, and discretion, particularly when dealing with District management staff and members of the Board of Directors.

**2365.4** Essential Job Functions:

**2365.4.1** Attend Board meetings and prepare Board of Director's documents, postings, notices, minutes, and agendas while ensuring procedural compliance with regulatory requirements, and relevant laws such as the Brown Act; ensure conformance of forms, such as Director timecards and requests for reimbursement, with District policies.

**2365.4.2** Prepare, assemble, and distribute agenda materials for regularly scheduled and special Board Meetings.

**2365.4.3** Compile a variety of internal reports for submission to the Board of Directors..

**2365.4.4** Provide administrative support to Board of Directors for District-associated business, such as preparing correspondence, scheduling, responding to questions, making travel arrangements, and serving as a liaison for the Board of Directors; ensure contract documents, resolutions, and other legal documents are signed by the Board of Directors and are properly distributed and filed.

**2365.4.5** Coordinate updates to the District's conflict-of-interest code; coordinate annual Statement of Economic Interests Form 700 filings as required by the Fair Political Practices Commission, transmit designated original Form 700 filings to the Alameda County Clerk of the Board of Supervisors, maintain copies and original Form 700 filings as required.

**2365.4.6** Work in conjunction with the Registrar of Voters Office to plan for and coordinate District elections.

**2365.4.7** Coordinate and schedule Board meetings, workshops, and committee meetings, ensuring all posting deadlines are met in accordance with the Brown Act.

**2365.4.8** Coordinate all necessary and required training for the Board.

**2365.4.9** Post agendas, minutes, various other reports, and general information materials on the District's website.

**2365.4.10** Provide staff assistance to the General Manager for professional, technical, and legislative activities occurring outside the District.

**2365.4.11** Transmit information and requests; make travel arrangements; carry out and monitor activities initiated by the General Manager; keep informed of pertinent matters relating to the Office of the General Manager and the District; and represent the Office of the General Manager, as appropriate.

**2365.4.12** Research and compile a variety of information into various formats using data from internal files, the internet, and other external sources requiring a variety of statistical and arithmetic computations.

**2365.4.13** Prepare detailed and often confidential correspondence, reports, forms, invitations, graphic materials, and specialized documents from drafts, notes, brief instructions, or corrected copy, proofread materials for accuracy, completeness, compliance with CVSan policies, format and English usage, including grammar, punctuation, and spelling.

**2365.4.14** Maintain custody and integrity of official District documents and records and provide certified copies thereof as may be required in compliance with applicable law.

**2365.4.15** Serve as custodian of the District Seal and official District records and documents, keeping records properly indexed for reference.

**2365.4.16** Oversee District records management and records retention schedules, and maintain associated policies and documents.

**2365.4.17** Ensure agreements, contracts and other legal documents are signed and recorded archived, and public notices and resolutions; meeting agendas and post-meeting information are posted.

**2365.4.18** Receive and review requests for public records; monitor and coordinate the District's response to requests for public records in compliance with legal requirements.

**2365.4.19** Preserve confidentiality of sensitive material routinely encountered as part of work assignments.

**2365.4.20** Compose and input a wide variety of correspondence, reports, contracts, and varied legal documents from notes, brief instructions, rough drafts, or taped information; initiate correspondence and other material independently or for signature; follow correct English usage and business writing practices.

**2365.4.21** Organize District-wide events with assistance from other staff, including recognition events, social events, and District-hosted external events such as Open Houses or local government meetings.

**2365.4.22** Track expenses and purchases for the Board of Directors, General Manager, and Department Heads and review invoices prior to submittal for payment.

**2365.4.23** Compile media articles regarding District activities or matters impacting the District to be included in Board meeting packets.

**2365.4.24** Participate in various committees and attend staff, team, and special meetings.

**2365.5** Essential Cognitive Job Functions:

**2365.5.1** Ability to comprehend and follow instructions:

**2365.5.1.1** Ability to maintain attention and concentration for necessary periods.

**2365.5.1.2** Ability to understand written or oral instructions.

**2365.5.1.3** Ability to do work requiring set limits, tolerances, or standards.

**2365.5.2** Ability to perform simple and repetitive tasks:

**2365.5.2.1** Ability to ask appropriate questions and request assistance.

**2365.5.2.2** Ability to perform activities of a routine and applicable nature.

**2365.5.2.3** Ability to remember locations and work procedures.

**2365.5.3** Ability to maintain a work pace appropriate to a given workload:

**2365.5.3.1** Ability to perform activities within a schedule, maintains regular attendance, and be punctual.

**2365.5.3.2** Ability to complete a normal work day and/or work week and perform at a consistent pace.

**2365.5.4** Ability to perform complex and varied tasks:

**2365.5.4.1** Ability to synthesize, coordinate, and analyze data.

**2365.5.4.2** Ability to perform jobs requiring precise attainment of limits, tolerances, or standards.

**2365.5.4.3** Ability to perform a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure.

**2365.5.5** Ability to relate to other people beyond giving and receiving instructions:

**2365.5.5.1** Ability to get along with co-workers and peers.

**2365.5.5.2** Ability to perform work activities requiring negotiating with, explaining, or persuading.

**2365.5.5.3** Ability to respond appropriately to evaluation or criticism.

**2365.5.6** Ability to influence people:

**2365.5.6.1** Ability to convince or direct others.

**2365.5.6.2** Ability to understand the meaning of words and to use them appropriately and effectively.

**2365.5.6.3** Ability to interact appropriately with people.

**2365.5.7** Ability to make generalizations, evaluations, or decisions without immediate supervision:

**2365.5.7.1** Ability to recognize potential hazards and follow appropriate precautions.

**2365.5.7.2** Ability to understand and remember detailed instructions.

**2365.5.7.3** Ability to make independent decisions or judgments based on appropriate information.

**2360.5.7.4** Ability to set realistic goals or make plans independently of others.

**2365.5.8** Ability to accept and carry out responsibility for direction, control, and planning:

**2365.5.8.1** Ability to set realistic goals or make plans independently of others.

**2365.5.8.2** Ability to negotiate with, instruct, and supervise people.

**2365.5.8.3** Ability to respond appropriately to changes in work conditions.

**2365.6** Non-Essential Job Functions:

**2365.6.1** Receive and screen visitors and telephone calls; provide information to CVSan staff, other organizations and the public, requiring the use of judgment and the interpretation of policies, rules, procedures, and ordinances.

**2365.6.2** Coordinate special projects that vary depending on the needs of CVSan.

**2365.6.3** Make copies of correspondence or other printed materials.

**2365.6.4** Arrange meetings by scheduling rooms, notify participants, arrange for refreshments as appropriate, and prepare agendas; ensure information is compiled and duplicated; arrange CVSan-sponsored activities for employees.

**2365.6.5** Sort, screen, and route mail, attaching pertinent correspondence and other relevant data for reference.

**2365.7** Qualifications. Knowledge of:

**2365.7.1** Organization and function of public agencies, including the role of an elected CVSan Board.

**2365.7.2** Policies and procedures governing the actions of an elected Board of Directors.

**2365.7.3** Codes, regulations, policies, technical processes, and procedures related to CVSan activities.

**2365.7.4** Records management principles and practices, including indexing and cross-referencing methods.

**2365.7.5** Correct minute-taking and transcription practices.

**2365.7.6** Standard office administrative and paraprofessional practices and procedures, including the operation of standard office equipment.

**2365.7.7** Business letter writing and the standard format for reports and correspondence.

**2365.7.8** Computer applications related to the work, including word processing, database presentation, and spreadsheet applications.

**2365.7.9** Business arithmetic and basic statistical techniques.

**2365.7.10** Techniques for providing a high level of customer service to public and CVSan staff, in person and over the telephone.

**2365.7.11** Structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

**2365.8** Skill to:

**2365.8.1** Provide a variety of office administrative, clerical, and paraprofessional assistance to the Board of Directors and the General Manager requiring the use of independent judgment, tact, and discretion.

**2365.8.2** Interpret and implement policies, procedures, technical processes, and computer applications related to the functions of the Office of the General Manager and the Board of Directors.

**2365.8.3** Analyze and resolve office administrative and procedural concerns.

**2365.8.4** Perform basic research and preparing reports and recommendations.

**2365.8.5** Take and transcribe accurate minutes of Board of Directors meetings.

**2365.8.6** Record notes by hand or tape recorder and transcribe them accurately.

**2365.8.7** Maintain the District's official records and files in accordance with applicable laws and regulations.

**2365.8.8** Preparing periodic or special reports.

**2365.8.9** Compose correspondence and completing projects from brief oral or written instructions, and rough drafts.

**2365.8.10** Make accurate arithmetic and statistical calculations.

**2365.8.11** Use English effectively to communicate in person, over the telephone, and in writing.

**2365.8.12** Use initiative and independent judgment within established policy and procedural guidelines.

**2365.8.13** Organize own work, coordinate projects, set priorities, meet critical deadlines, and follow up on assignments with a minimum of direction.

**2365.8.14** Take a proactive approach to customer service issues.

**2365.8.15** Make process improvement changes to streamline procedures.

**2365.8.16** Respond to and effectively prioritizing multiple phone calls, visitors and other requests or interruptions.

**2365.8.17** Word process at a net speed of fifty (50) words per minute from printed copy.

**2365.8.18** Establish and maintain effective working relationships with those contacted in the course of the work.

**2365.8.19** Manage one's own time and that of others.

**2365.9** Education and Experience. Equivalent to completion of two (2) years of college-level coursework in Business or Public Administration or directly related field and three (3) years of progressively responsible administrative or executive support experience including at least one (1) year in a public agency. Graduation from a four (4) year college or university with major coursework in an appropriate curriculum is desirable and may be substituted for the required experience on a year-for-year basis to a maximum of two (2) years. Experience as both a recording secretary and in working with elected officials is desirable.

**2365.10** Interpersonal Effectiveness. Ability to work effectively in a team-based organization focused on continuous improvement; establish and maintain a positive customer service attitude and effective working relationships with customers; demonstration of strong two-way communication skills, including the ability to listen, explain, and facilitate; ability to ask for input; offer help without being asked; accept suggestions; work with others to solve problems; provide recognition and encouragement.

**2365.11** License and Certification. Must possess a valid California Class C driver's license and have a satisfactory driving record. Must possess or obtain Cardiopulmonary Resuscitation, AED,

and First Aid certificates within a time period specified by CVSan. May be required to be commissioned as a Notary Public by the State of California.

**2365.12 Other Requirements:** Willingness and ability to work scheduled and emergency overtime; attend meetings, workshops, and seminars during work and non-work hours as assigned.

**2365.13 Physical Requirements.** Be able to possess mobility to work in a standard office setting and to operate standard office equipment, including a computer; interpret printed materials and a computer screen; and hearing to communicate with people in person and over the telephone. Maintain stationary positions for extended periods of time, frequent repetitive use of hands and arms including grasping; occasionally bend, stoop, stretch and reach; have strength and stamina to transport up to fifty (50) pounds.

**2365.14 Work Environment.** Indoors in a climate controlled office environment working around computer monitors, works with or around others, or alone. May rarely work outdoors.

*This description reflects CVSan's assignment of essential functions, it does not proscribe or restrict the tasks that may be assigned.*

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Employee Signature

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Date

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Employer Signature

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**\*\*\* END OF POLICY \*\*\***