



## Job Description

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**Position Title:** Administrative Associate  
**Classification:** Associate  
**Pay Grade:** Level 11  
**Department:** Education and Member Services

**Employment Status:** At-Will  
**Position Reports To:** Deputy Executive Director  
**Positions Supervised:** None  
**Judgment Exercised:** Normal  
**Overtime Status:** Non-Exempt

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### Position Summary

This position provides high-level administrative support to members of the senior management team and may be assigned more specialized administrative support duties as needed.

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### Essential Duties and Responsibilities

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Support senior managers on special projects that involve cross-organizational and multi-organizational collaboration and input.
- Prepare professional correspondence with proper grammar and formatting.
- Prepare Word, Excel, PowerPoint presentations, agendas, reports, special projects, expense reports and other documents in support of objectives for the organization.
- Review and proof communications for senior managers.
- Update contact information in association management system for lists related to the distribution of invitations, targeted communications, and meetings.
- Take detailed meeting notes for a variety of meetings.
- Use project management software to communicate and track tasks as assigned by senior management.
- Extract reports and data as requested from association management system.
- Collect and organize information from multiple sources for written and verbal reports.
- Manage sensitive matters with a high level of confidentiality and discretion.
- Coordinate, schedule and attend a variety of meetings; prepares and sends out notices of meetings; and maintains assigned calendars.
- Communicate with staff, members, and outside organizations to exchange information, coordinate activities, and resolve issues or concerns.

- Prepare and maintains travel arrangements and itineraries.
- Travel occasionally to locations throughout California in the performance of duties. Perform other duties as required.

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## **Job Qualifications**

### **Knowledge/Skills:**

- Accurate usage of the English language, including spelling, grammar, and punctuation; ability to proofread and edit materials accurately.
- Modern office methods, procedures and equipment including filing systems, business correspondence and report writing.
- Organization, procedures, and operating details of Cal Cities.
- Fundamental meeting planning, scheduling, calendaring, and conference call procedures.
- Principles and practices of general administrative office management.
- Proficiency with computer operation and assigned software, including intermediate word processing skills, spread sheet skills, and proficiency with assigned database operations.
- Proficiency in Microsoft Office (Outlook, Word, Excel, and PowerPoint).
- Data control procedures and data entry operations.
- Methods of collecting and organizing data and information.
- Arithmetic calculations.
- Provide effective customer service to both internal and external customers.
- Communicate clearly and concisely with diverse audiences, both verbally and in writing.
- Manage conflicting demands on time and multiple tasks involving multiple co-workers; maintain and exhibit flexibility.
- Operate and maintain assigned office equipment and machines, including office automation equipment.
- Understand and follow both oral and written instructions.
- Proofread and edit typed materials accurately as required by position.
- Meet schedules and firm deadlines.
- Understand work unit and department goals and priorities in relationship to overall organizational goals and priorities.
- Work with outside vendors.
- Employ strategies and approaches to ensure and improve inclusion, diversity, and equity-based outcomes within the organization and across Cal Cities policies, programs, and services.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Sustain a positive, can-do attitude and commitment to customer service for both internal and external customers.
- Respond immediately to changes, demands and workload in a positive and pleasant manner.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Be self-supervising and independently follow through on necessary tasks.
- Perform duties with professionalism, both individually and as a member of a team.
- Be flexible while performing multiple activities.
- Interpret and apply Cal Cities policies, procedures, guidelines, rules, and regulations.

- Effectively communicate clearly and concisely with diverse audiences, both verbally and in writing.
- Represent Cal Cities to city officials as required.
- Travel occasionally to locations throughout California in the performance of duties.

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### **Experience and Training**

High school diploma or equivalent GED. Three (3) years of increasingly responsible secretarial or administrative assistant experience. The ideal candidate will have the ability to exercise good judgment in a variety of situations, with strong written and verbal communication, administrative, and organizational skills. Proficiency in Microsoft Office (Outlook, Word, Excel, and PowerPoint) is required.

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### **Physical Demands and Work Environment**

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works in a business office setting. Tasks require variety of physical activities, not generally involving muscular strain, such as walking, standing, stooping, sitting, reaching and light lifting. Regular and consistent in-person interact and continuous talking, hearing, and seeing required in the normal course of performing the job. Common eye, hand, finger dexterity required to perform some essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability, discriminating thinking and creative problem solving. Infrequent automobile and airline travel required in normal course of job performance.

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### **Equipment Used**

Computer, keyboard, mouse	Copier	Scanner
Fax machine	Telephone	
Automobile	Current office applications	