

JOB TITLE: Executive Assistant & Board Process Manager
DEPARTMENT: Office of the CEO
REPORT TO: Deputy CEO
SALARY GRADE: 105
SALARY RANGE: DOQ (Min: \$68,297- Mid: \$85,371)

LAST REVISION DATE: 01/2021
EEO: Professional
FLSA: Exempt, Full-time

POSITION DESCRIPTION & STATEMENT OF PURPOSE

The *Executive Assistant & Board Process Manager* is a mission critical role, providing high-level and highly complex board and executive support. In doing so, the successful candidate must be highly organized, deadline-driven, aware of and responsive to time sensitive items, manage multiple competing priorities, and maintain a diplomatic and polished, professional demeanor while working in a high-pressure environment. The incumbent must be highly experienced in coordinating with elected officials, Board of Directors and C-level partners, which requires significant discretion in handling sensitive and confidential information. The successful candidate must possess a strong political acumen and understand the nuances of political dynamics in order to make high-level and sound decisions as well as must be able to effectively communicate with a wide range of stakeholders.

The incumbent in this position performs under the general supervision of the Deputy CEO, while also supporting the CEO, DCTA Board of Directors, and the North Texas Mobility Corporation (NTMC) Board of Directors. Responsibilities include maintaining board policies, executive communications and schedules, records retention, and Freedom of Information Act (FOIA)/public information requests. The incumbent also manages all aspects of the Board meetings, including the board agenda, board packet, video, and legal postings.

ESSENTIAL FUNCTIONS

- Provides comprehensive administrative support to CEO, Deputy CEO, and the Board of Directors, including scheduling appointments and planning and coordinating special events and meetings. This may include preparing agendas, purchasing food and other items, printing materials, etc.
- Provides sophisticated calendar management for CEO and Deputy CEO, including making travel arrangements and reservations. Prioritizes inquiries and requests while troubleshooting conflicts with little guidance; makes judgements and recommendations to ensure smooth day-to-day engagements.
- Works closely and effectively with the CEO and Deputy CEO to keep them well-informed of upcoming commitments and responsibilities by following up appropriately.
- Monitors CEO and Deputy CEO's phone lines, prioritizes phone messages, emails and mail, communicates messages regularly, and responds to inquiries on behalf of CEO and Deputy CEO.
- Prepares CEO and Deputy CEO's monthly purchasing card expense reports and any travel-related expense reports by tracking and maintaining all relevant documentation.
- Oversees Purchase Orders for CEO, Deputy CEO, Board of Directors, and Planning Department budgets, including tracking and filing invoices, creating requisitions, and receiving invoices.
- Monitor, filter, and respond to CEO emails in real time.
- Coordinates with agency administrative assistants to ensure front desk and phone have coverage at all times during regular hours of operation.

- Responsible for direct communication with the Board of Directors, including drafting correspondence, research, obtaining signatures, and scheduling meetings.
- Attends and clerks all regular and special meetings of the DCTA and NTMC Boards of Directors.
- Coordinates, attends and manages logistics of Board meetings, and takes minutes.
- Develops agenda items and processes staff reports in coordination with the Executive Team and agency departments.
- Organizes and directs activities in preparation of the agenda for the Board agenda packets.
- Prepares, distributes, and ensures posting of Board agendas, coordinates with legal counsel ensuring all agendas and meetings comply with Texas Open Meetings laws and regulations.
- Coordinates filling of Board vacancies and assists with training new Board members.
- Records, prepares, and maintains the minutes and resolutions from the Board meetings.
- Coordinates Board activities with other agencies and departments.
- Executes and/or communicates details of Board actions; acts as custodian of all documents and records pertinent to actions of the Board; often requires coordination with legal counsel and agency departments.
- Prepares high-level and professional administrative reports and written correspondence.
- Maintains filing system and official records of Board and related documents.
- Prepares records, resolutions, letters, notices and reports. Receives, files, and refers correspondence, reports, and requests to the appropriate staff.
- Provides administrative support during agency special project meetings and public functions during work hours and on weekends and evenings, as needed.
- All other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

Confidentiality

Ability to handle sensitive material in a confidential manner and exercise a high level of discretion in handling confidential information; maintains knowledge of rules and regulations governing private information. Maintains confidential and protected executive session files electronically.

Knowledge of:

- Preparation of agendas, minutes and filing systems, format and legal requirements used in preparation of documents;
- Formal procedures for meetings and general Agency Rules of Procedure;
- Principles and practices of records management related to public information and legal documents;
- Texas Office of Attorney General laws and procedures relating, but not limited, to the Texas Open Meetings Act, Open Records Requests, Records Retention;
- Principles and practices of business letter writing;
- English usage, vocabulary, spelling, grammar, and punctuation;
- Principles and practices of routine analytical research;
- Time management techniques;
- Organizational structure of partner agencies and the services and functions provided by each department;
- Modern office methods, procedures, and computer equipment;

- Agenda management software applications, such as Legistar, is preferred.

Skills:

- Proficiency in Microsoft Word, Excel, PowerPoint, Outlook, virtual meeting platforms, and other job specific software as required;
- Negotiation;
- Research and analysis;
- Planning and organizing;
- Interpersonal skills;
- Problem analysis and decision-making

Ability to:

- Read, analyze, and interpret general business periodicals, professional communications, technical procedures, and government regulations;
- Write reports, business correspondence, and communicate effectively verbally and in writing;
- Establish and maintain effective working relationships with businesses, governmental and regulatory agencies, general public, educational institutions, non-profits, and other community stakeholders;
- Maintain an effective working relationship with the Board of Directors and agency employees;
- Promote teamwork in partnership with citizens, other agencies, managers and other employees;
- Solve practical problems and deal with a variety of variables, while being creative, open-minded, and professional;
- Serve people with integrity and personal character;
- Understand community politics, the culture of the organization, and the impact of financial processes and outcomes;
- Maintain a positive work environment;
- Make oral presentations before Board of Directors, employees, and others, as needed;
- Speak effectively and secure the cooperation of others in a joint course of action;
- Coordinate and administer projects within budget constraints;
- Plan and administer budgets and financial plans for the Office of the CEO, the Board of Directors, and the Planning Department;
- Prioritize conflicting needs; handle matters expeditiously, proactively, and follow through on projects to successful completion, often with deadline pressures;
- Make recommendations to management to improve operations, decrease inefficiencies and streamline work processes.

PHYSICAL ACTIVITIES

The incumbent works predominately in an office environment. 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 or replace printer/copier paper; repetitive motion when using computer keyboard; talking and hearing when dealing with customers.

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

Education

- Bachelor's Degree in business or similar field preferred;
- Any combination of experience, training and/or education that provides the required knowledge, skills and abilities may be substituted for the required education.

Experience

- Minimum three (3) to five (5) years of experience in office management, administrative support, creating and organizing materials for governing bodies and/or executive staff; or
- Strong communication skills, with a demonstrated record of responsiveness;
- Strong technical skills, i.e. typing, word processing, computer operations, telephone;
- Equivalent to three years of increasingly responsible secretarial and/or clerical experience, with at least three years of executive support, and one year of Board or elected official support. Experience supporting multiple positions is desirable.

Special Requirements

- Hold a Notary License or have the ability to obtain one upon entry into the position, at the employer's expense.
- Hold a current Texas Driver's License (Class - C) or have the ability to obtain one upon entry into the position.

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

- Telecommuting options available, up to three days a month, after successful completion of your six-month probationary period and if suitable for your position.
- Flexible office hours are permitted, given a regular 8-hour workday that brackets the agency's core hours from 9:00am – 4:00pm (i.e. 7:30 am to 4:30pm, or 9:00am to 6:00pm). These flex hours are coordinated with your supervisor.
- 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.
- 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.