

EXECUTIVE ASSISTANT

General statement of duties:

Reporting to the Executive Director, the primary responsibility of this person is ensuring organizational effectiveness by providing support and acting as Office Manager. The Executive Assistant performs advanced clerical and administrative functions and assists in confidential work in service to the members and the Board. Work requires operating with a high degree of independence over specified, standardized activity areas. Work requires the exercise of initiative, sound judgment, and discretion in the performance of duties.

Essential duties:

The incumbent must be able to perform the essential duties:

- Ensures that the administrative/clerical work flow activities are completed to meet the objectives in a timely manner and evaluates work flow processes and methods to ensure quality, effectiveness and efficiency of operations.
- Oversees general office operations including answering phones, greeting visitors, ordering supplies and providing world-class service to our members.
- Coordinates and manages correspondence including taking and drafting meeting minutes for the Retirement Board at meetings, conferences and other functions.
- Maintains filing and recordkeeping systems; assembles and organizes data; prepares necessary reports; recommends new or modified procedures to enhance unit efficiency and effectiveness.
- Assists in the collection of data and research to prepare and assemble a wide variety of materials, correspondence documents pertaining to and supplementing the Board's activities.
- Responsible for maintaining member data software and creating and maintains all personnel records for current retired, active and deferred members of the Retirement System.
- Facilitates completion, collection, and flow of required forms/documents such as legal documents or notices, requests for information, or other forms.
- Responds to time-sensitive inquiries regarding retirement issues such as member service credit and benefit information, prior governmental service credit, death related benefits, retirement allowance options, Domestic Relations Orders, payroll issues, transaction assistance, employer contracts and income verifications.
- Participates in planning and establishment of organizational structure, work processes and recordkeeping systems.
- Gathers information on retirement benefits and compute data from available records and compile reports of a standardized or special nature.
- Coordinates annual disability income verification and re-examination processes. Obtains tax returns, health records, schedules appointments and prepares notifications.
- Coordinates office functions such as inventory management, bulk mailings. coordination of Retirement Board elections and appointments and the preparation of forms and statements

- Coordinates Boards of Trustees activities including seminars, conferences and travel arrangements and processes reconciliations
- Assists in confidential work and special projects for the Retirement Board and Executive Director handling highly confidential information
- Assists in ensuring the compliance of activities, programs and records related to the Retirement System and/or membership benefits.
- Reviews, interprets and implements union contracts and Retirement Ordinance amendment provisions pertaining to retirement benefits. Prepares and implements new or revised procedures to initiate pending changes.
- Provides information regarding moderately complex requirements or procedures to employees and retirees by telephone or in person
- Investigates claims for benefits from active employees and retirees of the City.
- Maintains strict confidentiality of operations and records.
- Other related duties as required.

Minimum Qualifications

Graduation from high school, some college level courses in finance, accounting, or business administration and five years of progressively responsible administrative experience related to the position. Experience serving as a secretary to a board or commission or in an executive support capacity is highly preferred.

Excellent customer service skills.

Ability to define problems, collect data, establish facts and draw valid conclusions.

Ability to use appropriate initiative and independent judgment to perform difficult, technical and/or specialized office support work or specialized activities related to retirement and office administration

Considerable knowledge of municipal organizations, methods and practices, including laws, ordinances, and regulations affecting the operation of public retirement funds. Proficiency in the use of MS Word, Excel, Access, PowerPoint and other standard office software. Considerable knowledge of office practices and procedures. Ability to assemble and prepare accurate records and reports. Ability to understand and follow oral and written instructions.