

State of California - Department of Social Services

CURRENT/PROPOSED DUTY STATEMENT

EMPLOYEE NAME:

CLASSIFICATION:

Executive Assistant

POSITION NUMBER:

800-906-1728-003

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

Adult Programs Division

BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

SUPERVISOR'S NAME:

Leora Filosenia

SUPERVISOR'S CLASS:

Exempt

SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

- ☐ Designated under Conflict of Interest Code.
- ☐ Duties require participation in the DMV Pull Notice Program.
- ☐ Requires repetitive movement of heavy objects.
- ☐ Performs other duties requiring high physical demand. (Explain below)
- ☒ None
- ☐ Other (Explain below)

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED (Check one):

- ☒ None ☐ Supervisor ☐ Lead Person ☐ Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

The Executive Assistant serves as lead over clerical support staff in the Division, including three Executive Secretaries and two Bureau Clerical support staff in the Division. May task assignments to Division personnel on behalf of the Deputy Director.

MISSION OF ORGANIZATIONAL UNIT:

The Adult Programs Division (APD) is responsible for overseeing services and resources that benefit older adults, and children and adults with disabilities, so they may remain safely in their homes. The APD oversees and administers In-Home Supportive Services (IHSS), Adult Protective Services (APS), the Supplemental Security Income/State Supplementary Payment program, the Cash Assistance Program for Immigrants, the California Veterans Cash Benefit, the Interim Assistance Reimbursement program, and the Assistance Dog Special Allowance program.

CONCEPT OF POSITION:

Under the direction of the Deputy Director of the Adult Programs Division (APD), the Executive Assistant (EA) leads three branch Executive Secretaries and two Office Technicians to ensure that all support activities and work produced at all levels of the Division are in accordance Departmental and Division requirements. The EA must exercise independent judgment in carrying out a variety of difficult and independent tasks and other complex support activities, designed to support the Deputy Director in the execution of routine and non-routine work. Performance of tasks involves a high degree of initiative, organizational skills, ability to handle multiple priorities and have an amiable personality in handling telephone calls and correspondence from the public, community-based organizations, county, state and federal officials and legislators.

A. RESPONSIBILITIES OF POSITION:

25% Independently analyzes, prioritizes, assigns, tracks sensitive information and reviews incoming assignments as directed by the Deputy Director. Review and analyze incoming mail and assignments, decides on program relationship and assigns to the Branches and/or Bureaus as appropriate for distribution to staff; establishes deadlines and maintains control over delegated assignments and follows up within a reasonable period of time to assure timely completion. Plans, organizes and schedules various meeting requests, conference rooms, and events for the Deputy Director and other Division managers as required. Coordinates and prepares in-state travel requests as needed and the out-of-state blanket for the Division.

20% Reviews, screens and edits incoming cover letters, memos, correspondence and reports submitted by the Adult Programs Bureaus and for the Deputy Director for appropriateness of the response, consistency with Departmental operation procedures as well as for format, grammatical construction and clerical error. Forwards appropriate materials for signatures to Deputy Director, executives and staff. Serves as the Division editor on correspondence, newsletters, and public facing documents. Posts information and resources, as needed, on the Branch intranet and internet websites in a timely manner and ensure that material is in an accessible format. Ensures the electronic folders and files on the shared drive (network) and SharePoint are organized and streamlined efficiently.

15% The EA has regular contact with citizens, legislative staff, advocacy groups and executives from other state and federal departments. Screens telephone calls and visitors, including providing answers on general direction and makes independent judgments regarding inquiries which are sensitive in nature and escalate to Deputy Director for distribution to the Branch.

10% Maintains Deputy Director's calendar; makes conference room reservations; arranges meetings, conferences and telephone conference calls for the Deputy Director and occasionally for other managers as required. Notifies participants, develops agendas and make adjustments when necessary. The EA will be asked to attend meetings, take minutes and notes on complex and confidential subjects and transcribe them into report form as needed.

5% Establishes administrative processes and procedure for effective and efficient operations of all support activities within the Division and as a lead secretary, provide training to all Division support and some key staff.

5% Assign, track, log and follows up on Controlled Correspondence assigned to the Division.

5% Makes travel arrangements, establishes and maintains itinerary folders with all pertinent information needed by the Deputy Director and prepares travel expense claims.

5% Supports the Adult Protective Services' Program Administrator as required, including managing calendar, travel, contacts, etc.

5% Establishes and maintains confidential and administrative Division subject and project files; maintains manuals and handbooks.

5% Other duties as required to support the Deputy Director.

B. SUPERVISION RECEIVED:

The EA works under the general direction of the Deputy Director required to utilize and demonstrate interest in assuming increasing responsibility, mature judgment, loyalty, poise, tact and discretion, as well as exhibits initiative, independence and resourcefulness in completing assignments.

C. ADMINISTRATIVE RESPONSIBILITY:

The EA meets regularly with Division support staff to share information on administrative procedures and to resolve problems with clerical activities. The incumbent is the initial representative of the Adult Programs Division to all persons who contact it for help, assistance and information, and must be able to respond appropriately if the Branch is to be fully and timely responsive to these inquiries. The incumbent is responsible for the overall office management and administration.

D. PERSONAL CONTACTS:

The EA has daily contact with all levels of Departmental staff, Health and Human Services Agency staff, other state agencies, the Governor's Office, representatives of county, city and local government officials, the legislator and their staff, community representatives and the general public. Calls must be handled tactfully to ensure that good working relations are maintained. The EA must be able to analyze situations and take effective action in carrying out the duties listed above.

E. ACTIONS AND CONSEQUENCES:

The Adult Programs Division is responsible for designing, developing, implementing and overseeing five major programs with a budget that exceeds 4.5 billion dollars. In addition to analyzing, tracking and coordination a multitude of state and federal legislation, regulations and proposals, a considerable amount of responsible policy determination and substantial amount of demanding personal contact with other departmental staff, the office of legislation and officials of other governmental agencies involving these complex program issues is required in this position. Failure to use good judgment in responding to written and personal inquiries, conveying inaccurate or confidential information or missing critical deadlines can directly impact the Division's success and effect the Department as a whole. The result can range for embarrassment to loss of funding to violations of the Government Code.

F. OTHER INFORMATION:

The EA must be able to anticipate the needs of the Deputy Director, work independently and demonstrate interest in assuming increasing responsibility. Mature judgment, tact and discretion, recognition of sensitive and confidential issues, good judgment, excellent interpersonal skills, flexibility and the ability to work under pressure are all essential. The incumbent must be organized and possess the ability to manage a very busy office workload while performing a variety of tasks with a high degree of accuracy and neatness.