

CITY OF PIKEVILLE
Job Description

Job Title:	Executive Assistant & Economic Development Assistant
Name:	_____
Department:	Administration
Immediate Supervisor:	_____
Supervisors Title:	City Manager
Date:	_____

SUMMARY

The Executive Assistant provides critical support to the City Manager in a one-on-one working relationship. The position serves as the primary point of contact for internal and external contacts on all matters. The Executive Assistant organizes and coordinates executive outreach and external relations efforts and oversees special projects. The Executive Assistant must be creative and enjoy working within a small team that is mission-driven, results-driven, and community oriented. 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, and the ability to maintain a realistic balance between multiple priorities. The position requires the ability to work independently on projects, from conception to completion, and must be able to work under pressure at times and handle a wide variety of activities and confidential matters with discretion.

In the Economic Development role, the individual must provide professional and technical work that advances the City’s economic development activities, strategies, and goals. This includes recruiting and retaining businesses, increasing the commercial and industrial tax base, and working with multiple stakeholders to maintain economically-vibrant business districts to strategically position the City to compete nationally.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Executive Support

- Completes a broad variety of administrative tasks including managing an extremely active calendar of appointments, completing expense and time reports, composing and preparing correspondence that is sometimes confidential, arranging travel plans, itineraries, and agendas, and compiling documents
- Plans, coordinates, and ensures the City Manager’s schedule is followed and respected. Provides “gatekeeper” role creating win-win situations for direct access to the City Manager’s time and office.
- Communicates directly on behalf of the City Manager
- Provides a bridge for smooth communication between the City Manager’s office and internal departments
- Works closely and effectively with the City Manager to keep him/her well-informed of upcoming commitments and responsibilities, following up appropriately. Acts as a barometer having a sense of issues taking place internally and externally and keeping the City Manager updated
- Provides leadership to build relationships crucial to the success of the City and manages a variety of special projects for the City Manager
- Successfully completes critical aspects of deliverables with a hands-on approach, including drafting acknowledgment letters, personal correspondence, and other tasks that facilitate the City Manager’s ability to effectively lead

- Prioritizes conflicting needs; handles matters expeditiously, proactively, and follow-through on projects to successful completion, often with deadline pressures
- Edits and completes first drafts for written communications to external stakeholders
- Arranges events for various functions such as meetings, announcements, etc.
- Upholds a strict level of confidentiality
- Liaises with customers and prospective businesses at a high-level on behalf of the City Manager
- Supports City Manager to prepare information for presentations, media interviews, proclamations, etc.
- Maintains City Manager's office building, ordering supplies, coordinating repairs and upgrades
- Reviews, assesses, routes, and monitors follow-up action steps on correspondence
- Handles wide ranging information dissemination including answering and routing phone calls, mail, and e-mail messages

Economic Development

- Researches and develops brand marketing tools and develops marketing materials to promote specific economic development initiatives
- Coordinates the implementation of economic development priorities
- Converts ideas into action plans
- Attends and participates in internal and external meetings that may be before or after normal working hours
- Serves as first contact for business development inquiries
- Cultivates and maintains strong, professional working relationships with a range of community stakeholders to support economic development
- Develops, promotes, and utilizes resources such as special events, social media, web-based applications, and other tools to enhance development and utilization of existing business opportunities and community programs
- Pursues grant funding
- Provides a limited range of customer service assistance as needed to applicants throughout the permitting process of development projects
- Maintains city-wide database of economic development information including current businesses, business leads, and key contacts
- Maintains a business development tracking system on leads, inquiries, requests, and projects throughout full life cycle of proposals and pre-development activities and prepares reports on outcomes
- Implements business attraction, retention, and expansion programs
- Assists in preparing items for Economic and Industrial Development Authority meetings, participates in assembling agenda packets and drafting minutes of meetings
- Maintains working knowledge and database of local industrial, office, and retail real estate sites for sale or lease
- Develops graphic presentations for potential new businesses, electronic and written presentations to respond to inquiries and requests for information that may include public speaking
- Conducts research to gather data and/or statistics on city and regional demographics for internal and external use

*Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

SUPERVISORY RESPONSIBILITIES

This position requires no supervisory duties.

KNOWLEDGE, ABILITIES, & SKILLS

- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail
- Very strong interpersonal skills and the ability to build relationships with staff, internal and external stakeholders and businesses
- Expert-level written and verbal communication skills
- Demonstrate proactive approaches to problem solving with strong decision-making capabilities
- Emotional maturity
- Highly resourceful team player with the ability to be extremely effective independently
- Proven ability to handle confidential information with discretion, be adaptable to various competing demands, and demonstrate the highest level of customer service and response
- Demonstrate ability to achieve high-performance goals and meet deadlines in a fast-paced environment
- Forward thinker who actively seeks opportunities and proposed solutions
- Comfortable working autonomously and across multiple tasks
- Excellent social skills and able to operate with tact and diplomacy
- Comfortable working with tight deadlines and able to turn work around within a short time span where demands could change on short notice
- Strong work ethic
- Community awareness
- Creative
- Marketing, research, and presentation acumen
- Thorough and trustworthy
- Ability to understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities

QUALIFICATIONS, EDUCATION, and EXPERIENCE

- At least one year of post-secondary education; applicable experience could also be accepted
- At least one year of experience in economic development, public relations/marketing, or a related field
- Advanced Microsoft Office skills with an ability to become familiar with other software such as Adobe

WORK ENVIRONMENT

The work environment characteristic described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

DESIRABLE, PERSONAL, AND CHARACTER QUALIFICATIONS

1. Good character, courteous, and pleasant mannerisms
2. Must have patience, tact, a cheerful disposition and enthusiasm
3. Must have integrity, initiative, good judgement and be trustworthy and honest
4. Must be neat in appearance and possess a high degree of cleanliness and personal hygiene
5. Must be willing to cooperate and work with all personnel

EQUAL EMPLOYMENT OPPORTUNITY

It is the policy of City of Pikeville to provide equal employment opportunities without regard to race,

color, religion, sex, national origin, age, protected veteran or disabled status. This policy relates to all phases of employment, including, but not limited to, recruiting, employment, placement, upgrading, demotion or transfer, reduction of workforce and termination, rates of pay or other forms of compensation, selection for training, use of all facilities, and participation in all company-sponsored employee activities. Provisions in applicable laws providing for bona fide occupational qualifications, business necessity, or age limitations will be adhered to by the company where appropriate.

I, _____, have read the above job description and fully understand the requirements set forth therein. I agree to abide by the requirements and will perform all duties and responsibilities to the best of my ability.

DATE

SIGNATURE OF EMPLOYEE

DATE

HUMAN RESOURCES