



**CITY OF MT. PLEASANT**  
**Senior Executive Assistant – Human Resources**

FLSA Non-Exempt

**GENERAL SUMMARY:**

Under the general direction of the Director of Human Resources or his/her designee, the Senior Executive Assistant is responsible for performing highly confidential executive support including organizing, scheduling, coordinating, researching, and compiling sensitive information. As a member of the Human Resources team, this employee uses advanced clerical, office management and computer skills to perform a wide variety of routine and high level confidential administrative support functions to assist the department, employees, retirees and the general public. Communicates effectively with internal and external customers to gather and prepare information relative to the functions of the Human Resources Department and when requested the City Manager's office. Responsible for protecting and preserving the assets of the City of Mt. Pleasant and its citizens.

**TYPICAL DUTIES: (By illustration and not limitation only)**

- Coordinates confidential and sensitive activities of the Human Resources and when requested the City Manager's office; requiring sound judgment and the ability to work independently in high pressure situations using discretion and tact. Relieves the Director of Human Resources of routine administrative matters and provides support for the overall efficiency of the department, including creating a variety of confidential correspondence, reports, spreadsheets, presentations, contracts and other documents; editing and proofreading routine and complex material for format, grammar, spelling, punctuation, accuracy and completeness; reviews and handles incoming correspondence; coordinates and maintains the Human Resources Department electronic calendar, adjusting schedule priorities, and ensuring that urgent matters are identified and given appropriate attention; creates and maintains conventional and electronic files and databases; greets visitors ensuring all requests are satisfactorily answered, keeping the Director updated as necessary; resolves or refers issues/complaints to the appropriate department and monitors to ensure resolution.
- Performs frontline customer service duties and clerical support for the Human Resources Department and occasionally provides coverage for the City's Manager's office. Coordinates and oversees entry level tasks related to all hiring processes including but not limited to; BS&A data entry, applicant tracking and review, document storage, hiring timelines, processing background checks, driver license verification, pre-employment testing, applicant scheduling, interview communications and packet preparation. Prepares and maintains a wide

range of confidential correspondence, records and reports and maintains all employee recruitment, selection, retention and termination records and files.

- Provides training, guidance and professional mentoring to various City staff members as requested.
- Responsible for documenting, implementing and updating office desk procedures, including developing and maintaining the departmental filing systems, and Human Resources records retention and retrieval procedures. Assumes management of and responsibility for updating and maintaining all confidential employee information. Maintains and operates the Human Resource Information System (BS&A).
- Performs high level confidential administrative support functions while working alone or with a team; may analyze, coordinate, recommend, implement and evaluate improvements to existing work processes. Plans or assists in planning and developing special projects and staff events, and is responsible for aspects of the employee recognition program, on-boarding employees, staff training events and assist the Director of Public Relations with staff newsletter information, research and communication preparation. Assists in the prioritization of departmental functions and maintenance of timelines to assure completion of tasks in an orderly manner.
- Serves as Committee Chair for the City's employee wellness committee. Assists in the supervision and implementation of the wellness program with the Health Coach, organizes events related to wellness and reports on the program's effectiveness. Researches and prepares recommendations for programming options and gathers data for the wellness budget.
- Performs related work as requested.

#### MINIMUM REQUIREMENTS:

##### Education:

- Advanced education beyond high school in office information systems, office management or related field with a minimum of five years of responsible clerical support, office management and public service experience or an equivalent combination of formal education and experience sufficient to meet the required knowledge, skills and abilities. An Associate Business Degree is preferred.
- Formal entry level training in the Human Resources field and an interest to continue this education is preferred.

##### Knowledge Of:

- Must be highly proficient in the Microsoft Office Suite or similar word processing, spreadsheet and database computer software and must possess the ability to learn and apply new software applications.

##### Skilled In:

- Providing superior confidential office/administrative support requiring flexibility, sound judgment, initiative, discretion, and tact at all times.
- Deliver strong oral/written communication and composition skills and interact professionally with internal and external customers through correspondence, in person, or via phone.

Ability To:

- Evaluate and correct routine administrative problems.
- Work under pressure, prioritize, change direction easily, and complete work within specified and tight timeframes.
- Work well in a team-based environment and participate in cross-departmental teams consistently demonstrating a positive and pleasant demeanor and an excellent understanding of what is needed to support the organizational vision.
- Work independently with limited direction, be proactive, process oriented, and customer focused.
- Learn and integrate new computer software applications with ease.
- Approach work challenges in a calm and professional manner.
- Be detail oriented, highly skilled in grammar and punctuation, and possess strong organizational skills.
- Dedicated to personal and professional growth, committed to continuous improvement and embrace change.

Additional Requirements:

- Must reside and maintain principle domicile within the limits of Isabella County or within 20 miles from the nearest city limit, whichever is greater, within twelve months of hire.

PHYSICAL/MENTAL DEMANDS AND WORK ENVIRONMENT:

- The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this 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 is regularly required to talk and hear. The employee frequently is required to sit, stand, and walk, use hands to manipulate, handle, or feel and reach with hands and arms. The employee is occasionally exposed to outside weather conditions and is occasionally required to kneel and crouch. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Must possess the physical abilities to transport equipment weighing up to 5 to 15 lbs.; transport self to meetings, events, etc. Must possess the mental abilities to analyze, reason, comprehend, evaluate, organize, effectively communicate and handle the stress associated with the responsibilities of the position. The noise level in the work environment is usually moderate.

Originated: March 2012

Revised: January 2019