

City of Baltimore



Executive Assistant

Mayor's Office of Sustainable Solutions & Mayor's Office of Innovation

The Mayor's Office of Sustainable Solutions and the Mayor's Office of Innovation seeks a dynamic Executive Assistant to provide the full scope of EA services for both agencies. The ideal candidate has extensive experience managing executive(s), has the ability to solve problems, is intuitive, and can think on their feet. Ability to interpret a variety of instructions shows understanding, friendliness, courtesy, tact, empathy, and politeness to others, develops and maintains effective relationships with others; has a keen attention to detail, ability to interpret complex information, an ability to write business reports and correspondence.

About the Mayor's Office of Sustainable Solutions and Office of Innovation

The Mayor's Office of Sustainable Solutions focuses on making Baltimore more resilient by using data, innovation and technology. The Office of Sustainable Solutions identifies meaningful goals and measures performance for sustained progress.

The Mayor's Office of Innovation supported by Bloomberg Philanthropies, works with City agencies to design, develop and implement projects using research, data and design to combat a range of challenges in Baltimore.

Deliverables

Provide executive level administrative support to the Directors of Sustainable Solutions and Innovation (primary) and, other members of the team. Arranges schedules, meetings, travel, distributes information, prepares reports and presentations, and performs other administrative tasks to ensure an efficient working environment as well as carries out special projects.

- Assists Director(s) in formulating and implementing administrative policies, practices, procedures and long term goals.
- Performs confidential and special projects and researches and prepares reports and correspondence for signatures.
- Assists high-level agency managers in the implementation and coordination of administrative aspects of planning projects and programs.
- Investigates and resolves confidential or sensitive administrative problems.
- Attends confidential administrative and operational meetings; organizes, coordinates and monitors the implementation of resultant actions, resolution and administrative decisions.
- Exercises sound independent judgment in screening mail, telephone calls and visitors;

decides what matters come to both Director(s) attention; provides information and answers independent of the supervisor.

- Accompanies Director(s) to public and governmental meetings and acts on meeting decisions and resolutions.
- Manages Director(s) appointment calendars.
- Performs administrative duties such as answering Director(s) phone, drafting, editing and typing complex reports, developing, implementing and maintaining appropriate office protocol and organization as well as completely executing or delegating daily administrative tasks.
- Screens and handles matters in support of the Director(s).
- Manages agency conference room reservation calendar.
- Communicates with internal/external sources on behalf of the Director(s).
- Manages complex domestic and international travel itineraries to include coordinating travel and lodging arrangements, updating calendars with travel information and confirming reservations.
- Writes reports, correspondences, contracts, grants and letters, etc. Interprets federal, state and local laws, policies and regulations pertaining to both agencies.
- Serves as point of contact for the Director(s).
- Attends executive management and community meetings, and resolves complaints/issues from city officials and the general public.

Qualifications

- Expert level proficiency with word processing (Word), spreadsheets (Excel), presentation programs (Power Point), charting, flow charting, and graphs (Visio). High level of competency in navigating the Internet.
- Skilled in working with MS Publisher, Access and MS Project is highly desirable.
- Communication Skills: Ability to read and interpret documents such as civil service rules, policies and procedure. Ability to write business reports and correspondence. Ability to express facts and ideas in writing in a succinct and organized manner.
- Analytical Skills: Ability to solve practical problems and deal with a variety of concrete variables; and ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Interpersonal Skills: Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile, or distressed; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities and other individual differences.
- Attention to Detail - Is thorough when performing work and conscientious about attending to detail.
- Oral Communication - Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others; attends to nonverbal cues, and responds appropriately. Ability to speak effectively before groups of customers, employees, and management.

Education/Experience

- Bachelor's degree from an accredited college or university and five years of experience performing executive level administrative support work, to include two years working in a confidential environment.

Compensation and Benefits:

Compensation commensurate with experience. Competitive Benefits.

To Apply:

For immediate consideration, interested and qualified applicants should submit resume and cover letter (including salary history/requirement) to talent.masters@baltimorecity.gov.

Attention: **Rhoda Benjamin**

EOE/M/F/D/V