Title of Position: Councilmember Assistant 3  
Supervisor’s Title: Councilmember  
Pay Grade: Council Grade 24  
Exemption Status: Exempt  
Positions Supervised: None  
Creation/Revision Date: 12/21/2020  
Job Code: 170500  

PURPOSE OF POSITION: The Councilmember Assistant is appointed by, and reports directly to, a Councilmember. This position serves at-will and is exempt from Pierce County Career Service. The Councilmember Assistant provides administrative support of a highly complex and detailed nature to the Councilmember and acts as liaison between the Councilmember and Council staff, the general public, constituents, and/or the media. Councilmember Assistants may attend meeting with, or on behalf of, the Councilmember.

ESSENTIAL FUNCTIONS/RESPONSIBILITIES/DUTIES:
1. Resolves a wide variety of difficult and complex situations involving the administrative a various groups and individuals, including the public, other Councilmembers, Council Staff, County Staff other high ranking individuals who may be from large national or international organizations/firms and may involve unique situations, and each contact must be handled differently, using judgment and discretion.
2. Drafts correspondence on behalf of the Councilmember or brings to the attention of the Councilmember for resolution.
3. Maintains Councilmember’s calendar.
4. Responds to constituent concerns.
5. Coordinates with appropriate agencies to resolve issues.
6. Assists Councilmember with preparations for committee, community, or constituent meetings.
7. Attends most, if not all, meetings with the Councilmember.
8. Facilitates communication between Councilmember and other members of the Council, staff, and the public.
9. Explains policies and Councilmember stance on policies to constituents and the media.
10. Drafts press releases, district mailings and postings, and manages Councilmember communications (including digital and social media).
11. Maintains Councilmember files and records.
12. Conducts background research and analysis on issues of concern and prepares a plan of action for the Councilmember.
13. Prioritizes the Councilmember’s time, schedules appointments and district meetings, and maintains the Councilmember’s calendar.
14. Performs other duties as assigned.
QUALIFICATIONS: This section describes what may be expected by a Councilmember. Requirements of experience, education, certifications, and relevant knowledge and skills are at the sole discretion of the Councilmember and need not meet these standards.

Required Experience:
- Five years of administrative, customer service, or public relations experience at an executive professional capacity preferred.
- Prior experience working for an elected official, executive, or director preferred.

Required Education:
- Bachelor’s Degree in public administration, public relations, communication work
- Experience may be substituted for formal education.

Professional Licenses/Certificates/Registration: None

Knowledge and Skills:
- Extensive knowledge of current events and initiatives in Pierce County.
- Deep understanding of the functions and organization of Pierce County Government.
- Exceptionally strong customer relations skills including the ability to manage stressful situations.
- Excellent written, verbal, and listening communication skills with a customer-oriented approach.
- Strong mediation, negotiation, and de-escalation skills.
- Strong organizational skills, attention to detail, and accuracy.
- Manages multiple responsibilities and completes tasks with frequent interruptions.
- Establishes and maintains effective working relationships with elected officials, Council staff, County departments, and the public.
- Effectively interacts with the public and Council staff in a manner befitting the Councilmember.
- Handles sensitive situations and confidential information with discretion.
- Proficiency with a variety of computer programs including Adobe Acrobat, Microsoft Outlook, Word, and Excel.

WORKING CONDITIONS AND PHYSICAL DEMANDS:
- Work is performed in a typical office environment, requiring operation of a telephone, computer, and other office equipment.
- This position requires sitting for long periods of time and walking and/or standing is only required occasionally.
- Physical requirements for this position include hearing, seeing, speaking, reaching, grasping, and repetitive motions.
- This position requires exerting up to 10 pounds of force occasionally to lift, carry, or move objects.
- May be required to travel to alternate work locations.
- May work flexible hours including evenings and weekends.

“This job description is a summary rather than a detailed list of the duties performed. The essential functions, knowledge, skills, abilities, and working conditions may change along with business needs. This job description does not constitute a contract between employer and employee. Office of the Pierce County Council provides
reasonable accommodations to assist qualified individuals in order to perform the essential functions their job requires.”