



Job Description

Position:	Operations Assistant II – Special Assistant
Reports to:	Chief of Staff
Focus:	Administration
<p>The Baltimore City Office of Information and Technology, City of Baltimore is seeking a Special Assistant. The Special Assistant is responsible for providing comprehensive support for the CIO and Senior Leadership team and managing the agency's office operations. This position requires the ability to anticipate needs, think critically and maintain a high level of professionalism and confidentiality.</p>	

Special Assistant responsibilities may include but are not limited to the following:

- Performs administrative duties for the CIO and exercises sound independent judgment and confidentiality in screening mail, telephone calls and visitors; decides what matters to forward to CIO's attention.
- Maintains executive's appointment schedule by planning and scheduling meetings, conferences, teleconferences, and travel.
- Conserves executive's time by reading, researching, and routing correspondence; drafting letters and documents; collecting and analyzing information.
- Manages confidential and special projects on behalf of the CIO or Chief of Staff
- Researches and prepares reports and correspondence
- Prepares receipt documentation related to the CIO's procurement card
- Accompanies the Director to public and governmental meetings and acts on meeting decisions and resolutions.
- Provides historical reference by developing and utilizing filing, tracking and retrieval systems and recording meeting discussions.
- Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, and participating in professional societies.

Required Skills, Knowledge and Abilities

- Strong ability to work in a diverse environment
- Exceptional organizational skills and attention to detail.
- Strong verbal and written communication skills
- Ability to build and cultivate strong working relationships within the agency, City and general public.
- Ability to develop systems for collecting, compiling, and organizing information.
- Ability to act as a "barometer", having a sense for issues that may arise and impact the agency



- Ability to exercise sound judgement.
- Ability to work independently and make appropriate informed decisions regarding priorities and available time.
- Ability to complete a high volume of tasks and projects in high pressure situations with minimal supervision or guidance.
- Proficiency with Microsoft Office; ability to design and edit presentations and materials
- Ability to operate standard office equipment (phone, fax, copier, etc.)

Minimum Education and Experience Requirements

- A Bachelor's Degree in Business Administration or other related field
- Five (5) years of experience working as a Special Assistant or other administrative support role supporting senior management.

Equivalencies

An equivalent combination of education and experience.