

CITY OF RICHARDSON

JOB TITLE:	CMO ADMINISTRATIVE SECRETARY	APPROVED:	
DEPARTMENT:	City Manager's Office	HR TITLE:	HR Director
CLASS CODE:	0224	EFFECTIVE:	10/24/2025
FLSA:	NON-EXEMPT	CIVIL SERVICE:	NO
STATUS:	FULL TIME	COMPETITIVE:	NO

JOB SUMMARY

Under direction of the Executive Assistant to City Manager/City Council. May receive additional direction from other executive personnel within the City Manager's Office; perform administrative and secretarial work requiring knowledge of department operations and familiarity with basic functions of all city departments. The CMO Administrative Secretary provides high-level administrative and secretarial support to the City Manager's Office and City Council. This position assists in the coordination of daily operations, communication, and documentation within the City Manager's Office, and ensures the smooth preparation of City Council meeting agendas as needed, correspondence, and official records. The role requires exceptional organizational skills, discretion, and the ability to handle multiple priorities in a fast-paced, confidential city government environment, and perform other related work as required.

ESSENTIAL JOB FUNCTIONS

- Provide professional administrative support to the City Manager's Office and City Council members, including scheduling, correspondence, and document preparation.
- Perform front desk duties which includes professionally greeting the public and employees, as well as answering the main City Manager's Office phone line. Directs visitors to the appropriate meeting locations or calls appropriate department liaisons to meet with any visitors.
- Screen and answer telephone calls professionally and tactfully. Communicates courteously and effectively with the public, city officials, and other city employees, in person, in writing, and by telephone, even under stressful and busy conditions.
- Serve as a primary point of contact for the City Manager's Office, greeting visitors, answering phones, and responding to inquiries from the public, City staff, and external agencies.
- Draft, edit, format, email, print, and mail official letters, memos, agreements, and other communications on behalf of the City Manager and City Council.
- Prepare and compile City Council meeting agendas, packets, and supporting materials in coordination with department heads and the City Secretary's office.
- Manage calendars, coordinate appointments, meetings, and travel arrangements and expense reports for the City Manager and Council Members as assigned.
- Assists in the preparation of background information for Homeowners Association Presidents Meetings and post HOA meeting agendas.
- Prepare and reconcile department bills to be paid, maintaining proper accounting procedures.
- Maintain organized electronic and paper filing systems for official documents and records.
- Ensure confidentiality and accuracy in handling sensitive and confidential information.
- Assist in the preparation of special events, community meetings, and public information materials as assigned.
- Use personal computer and various software applications, including but not limited to Microsoft Office software programs. Utilize copiers and printers as necessary. Perform Notary Public functions. Work is performed primarily in an office setting with frequent use of standard office equipment.
- Order and coordinate food delivery for City staff and/or City Council.
- May require attendance at evening meetings or special events.
- Perform other related duties as assigned to support the effective operation of the City Manager's Office and City Council.



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REQUIRED EDUCATION, DEGREES, CERTIFICATES AND/OR LICENSES

High school diploma or GED required. Notary Public certification required or must be obtained within 6 months of hire date.

EXPERIENCE, TRAINING, KNOWLEDGE, AND SKILLS

Three (3) or more years of progressively responsible administrative or executive support experience, preferably in a government or public sector setting.

- Strong written and verbal communication skills, with the ability to prepare clear and professional correspondence and reports.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and ability to learn municipal software applications.
- Excellent organizational and time-management skills with attention to detail.
- Ability to exercise initiative, sound judgment, and discretion in handling confidential matters.
- Strong interpersonal skills and ability to work effectively with elected officials, staff, and the public.
- Knowledge of municipal government procedures, open meetings laws, and public records requirements.
- Function and perform assigned tasks efficiently in a small team environment with high profile assignments and multiple short deadlines. Work independently in absence of specific instruction or supervision.

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

Requires ability to sit for extended periods, use a computer keyboard, and occasionally lift office supplies and equipment up to 35 pounds.