



## DEPARTMENT OF HUMAN RESOURCES

City Hall | 340 North Washington Avenue | Scranton, PA 18503 | 570.348.4246

### JOB DESCRIPTION

**Title:** Special Assistant/ Right to Know Officer

**Department:** Business Administration

**Supervisor:** Business Administrator

**Date:** May 25, 2023

---

#### **General Description:**

The Special Assistant/ Right to Know Officer serves as the City of Scranton Open Records Officer and as support staff to the Business Administrator. The Special Assistant/ Right to Know Officer performs a variety of secretarial duties involved in the Department of Business Administration.

#### **Essential Job Functions:**

- Facilitate the right to access public information by ensuring compliance with local and national regulations;
- Respond to requests for information by reviewing relevant documents and providing copies of records;
- Maintain records and a database of requests and responses;
- Develop and implement policies and procedures related to public information requests;
- Work collaboratively with other departments to ensure transparency and accountability;
- Perform secretarial and clerical tasks of a varied nature;
- Handle mail and correspondence of the office, responding to routine requests for information, and transcribing, word processing, and proofing letters and responses;
- The special assistant is responsible for managing the executive's calendar, scheduling appointments, meetings, and travel arrangements. They must ensure that the executive's schedule is well-organized, anticipate any conflicts, and make necessary adjustments.
- The special assistant acts as a primary point of contact for internal and external stakeholders, including clients, employees, and other executives. They handle incoming calls, emails, and correspondence, and may draft responses or prepare reports on behalf of the Business Administrator.
- The special assistant arranges and coordinates meetings, including preparing agendas, collating necessary documents or presentations, and ensuring all participants are informed. They may also attend meetings, take minutes, and follow up on action items.
- Executives rely on their assistants to gather, analyze, and summarize information from various sources. The special assistant conducts research, prepares reports or presentations, and compiles data for decision-making purposes.
- The special assistant may assist in managing special projects or initiatives, coordinating with different teams or departments, and ensuring deadlines are met. They may also

monitor progress, provide status updates, and assist in preparing project-related documentation.

- As a special assistant, maintaining confidentiality is crucial. They handle sensitive and confidential information, such as strategic plans, financial data, or personnel records, with utmost discretion and professionalism.
- The special assistant often serves as a liaison between the Business Administrator and other team members or external stakeholders. Building and maintaining professional relationships is important for effective communication and collaboration.
- Other duties as required.

**Required Training, Experience, Knowledge, Skill, and Abilities:**

- High School Diploma or its equivalent;
- Proven experience as an executive assistant or in a similar role.
- Relevant computer knowledge;
- Ability to work independently on difficult or complex secretarial tasks;
- Ability to exercise good judgment, professionalism, and tact in interacting with employees and the public.
- Excellent organizational and time management skills.
- Strong verbal and written communication skills.
- Adaptability and problem-solving skills.

**Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.**