



City of South Bend

Position Description

POSITION: Executive Assistant – City Hall

POSITION SUMMARY:

The Executive Assistant – City Hall serves as the welcoming face and operational heartbeat of the City of South Bend's City Hall. Positioned at the central reception hub on the first floor, this individual is responsible for delivering a luxury-caliber concierge experience to residents, visitors, and partners—embodying the city's values of excellence, accountability, innovation, inclusion, and empowerment.

This high-visibility role requires a confident, proactive professional with deep city knowledge, exceptional communication skills, and the ability to handle a fast-paced, evolving environment. The ideal candidate will balance warmth and hospitality with precision, professionalism, and technical fluency to ensure that every visitor's experience reflects the best of South Bend.

The Executive Assistant – City Hall will report to the Director of Customer Service & Success in the Innovation and Technology Department (I&T). I&T is an award-winning, nationally recognized government technology and innovation team. The Executive Assistant – City Hall is an important role who will help forward the Department and the City's vision for a welcoming, user-friendly city when it comes to our spaces, resident experiences, and our service delivery. Candidates that thrive in this Department have a good attitude, a customer service mindset, an adaptive leadership style, and a love of learning. Learn more about the Department here: <https://medium.com/innovation-in-south-bend>

SCHEDULE: Monday-Friday 8am – 5pm

Pay Rate: \$58,000 – \$63,872

SUPERVISION EXERCISED:

Applicable or Not applicable

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Serve as the primary receptionist and concierge for City Hall's first floor, welcoming all visitors with warmth, professionalism, and enthusiasm.
- Deliver an elevated, seamless resident experience that reflects the City's customer service standards and inclusive culture.
- Act as a liaison between residents and city departments, providing direction, answering general inquiries, and scheduling appointments via a queue management system (e.g., QLess).
- Coordinate document intake: receive, scan, log, and distribute physical and digital documents, payments, and communications across departments.
- Track and secure checks, payments, or time-sensitive items for proper delivery and processing.
- De-escalate resident concerns and disputes with diplomacy, empathy, and adherence to city protocols.
- Ensure the lobby space is orderly, welcoming, and responsive to real-time activity, supporting a pleasant physical environment and cultural tone.

- Support communications regarding arrivals or issues to appropriate department contacts in real time.
- Maintain a high level of citywide knowledge, including awareness of current initiatives, key contacts, public events, and community services.
- Use Microsoft Office Suite and city systems to log interactions, track issues, and support cross-department coordination.
- Model professionalism and South Bend's service values, continuously identifying ways to enhance the front-line customer experience.

NON-ESSENTIAL/MARGINAL FUNCTIONS:

- Perform other duties and assume other responsibilities as apparent or as assigned.

EDUCATION / QUALIFICATIONS:

- Bachelor's degree in Public Administration, Communications, Hospitality, or related field (or equivalent experience).
- Minimum 5 years of professional customer service or administrative experience in a fast-paced environment.

KNOWLEDGE SKILLS AND ABILITIES:

- Proven ability to de-escalate tense situations, think critically under pressure, and resolve problems collaboratively.
- Demonstrated excellence in verbal and written communication.
- Strong proficiency in Microsoft Office Suite (Excel, Word, Outlook).
- Familiarity with or ability to quickly learn queue management, CRM, and document tracking systems.
- Ability to multitask, prioritize, and pivot with grace and professionalism.
- Inclusive, and culturally competent.
- Strong knowledge of or willingness to learn about the City of South Bend's services, departments, and initiatives.
- Experience with or interest in business process improvement or operational efficiency

Preferred, but no required knowledge and abilities include:

- Prior experience in hospitality, concierge services, public administration, or executive-level reception.
- Bilingual (Spanish or another commonly spoken language in South Bend).
- Demonstrated experience creating or supporting a high-performance customer experience culture.

CERTIFICATES, LICENSE, REGISTRATION:

- Valid Driver's license required.

EQUIPMENT:

Multi-screen desktop computer, multi-line telephone, headset, and other general office equipment (including, but not limited to, fax machine, copy machine, printer, etc.).

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; talk and hear. The employee frequently is required to reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl. Specific vision abilities required by this job include close vision, peripheral vision, and the ability to adjust focus. Tasks may involve extended periods at a keyboard or work station.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work is performed in an office setting with moderate temperatures. The noise level in the work environment is usually moderately low.

DISCLAIMER:

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. The City of South Bend is an at will employer.

REQUIRED:

Pre-Employment Drug Screen

Employee Background check

Equal Employment Opportunity Employer

EMPLOYEE ACKNOWLEDGEMENT

I, _____, acknowledge review of this job description.
(Employee Name - PRINT Name)

Employee Signature: _____ Date: _____

Supervisor Name (Please print): _____

Supervisor Signature: _____ Date: _____