

ASSISTANT TO THE CITY MANAGER

DEFINITION

Under general direction, performs the full range of varied, responsible, professional, and complex technical, administrative, and analytical duties in support of the City Manager; analyzes City-wide practices and procedures and makes recommendations for organizational, operational, policy, and procedural improvements; develops, summarizes, and maintains administrative and fiscal records; conducts, oversees, and manages programs, special projects, and studies and performs related administrative support functions; fosters cooperative working relationships among City departments and acts as liaison with various community, public, and regulatory agencies; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the City Manager. May exercise direct and general supervision over professional, administrative and office support staff.

CLASS CHARACTERISTICS

This is a single-position classification responsible for developing and implementing policies and procedures for the following programmatic functions: financial administration and reporting, expenditure monitoring, contract administration, management analysis, and program evaluation. Incumbents provide a professional-level resource for organizational, managerial, and operational analyses and studies. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility, and may involve frequent contact with the public. This class is distinguished from other administrative support classifications by its complexity, political sensitivity, and scope of responsibilities, including the oversight of programmatic functions, in addition to providing administrative support to the City Manager. This position provides responsible management assistance to the City Manager on employer-employee relations.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assists in developing goals, objectives, policies, procedures, work standards, and administrative control systems for City-wide systems and processes.
- Conducts a variety of analytical and operational studies regarding City activities, including complex financial, budget, procedural, operational, or administrative issues or questions; identifies and evaluates alternatives, makes and justifies recommendations, and assists with the implementation of changes after approval; prepares comprehensive policy and procedure manuals and technical records and reports.
- May assist in the preparation of the annual budget.

- Plans, coordinates, and performs professional-level administrative and programmatic work in such areas as financial administration and reporting, database management, contract administration, management analysis, and program evaluation.
- Leads in the development and implementation of key departmental and City projects related to the goals and functions of assigned functional area.
- Oversees and ensures the smooth operation and maintenance of the City's utility billing systems; Reconciles cash receipts; Reconciles bank statements and investment accounts to the general ledger on a monthly basis.
- Collects, compiles, and analyzes information from various sources on a variety of specialized topics related to programs administered by the class or by management staff including budget, or administrative issues or questions; prepares comprehensive technical records and reports to present and interpret data, identifies alternatives, and makes and justifies recommendations.
- Plans, oversees, and administers highly complex special programs and projects; develops and manages budgets; directs aspects of legal and regulatory compliance; participates on various program and/or project committees and may present committee recommendations to the City Council.
- Serves as a liaison with employees, public and private organizations, community groups, and other organizations; provides information and assistance to the public regarding the assigned programs and services; receives and responds to complaints and questions relating to assigned area of responsibility; reviews problems and recommends corrective actions.
- Prepares and submits City Manager and City Council agenda reports and various other commission, committee, and staff reports, resolutions, ordinances, press releases, newsletter articles, and correspondence regarding assigned activities.
- Assists the City Manager with the administration of employer-employee relations.
- Oversees the information technology related contracts and associated work programs.
- Confers with other management staff regarding provision of administrative and support services, including contracts, agreements, and grant reporting.
- Prepares or assists in the preparation of requests for proposals and bids and administers consultant contracts.
- Plans, organizes, assigns, supervises, and reviews the work of assigned administrative and office support staff; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion; trains staff in work procedures.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Project and/or program management, analytical processes, and report preparation techniques.
- Organizational and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
- Research and reporting methods, techniques, and procedures.
- Techniques of contract administration.
- Basic principles and practices of public administration as applied to City-wide program administration.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Modern office practices, methods, computer equipment, and computer applications related to work, including word processing and spreadsheet software.
- Principles and procedures of record keeping and reporting.

- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Plan, coordinate, and oversee programmatic administrative, operations, budgeting, and fiscal reporting activities.
- Plan and conduct effective management, administrative, and operational studies with minimal direction.
- Conduct research on a wide variety of administrative topics including contract feasibility, budget and staffing proposals, and operational alternatives.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Interpret, apply, and explain applicable Federal, State, and local policies, procedures, laws and regulations.
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Understand the organization and operation of the City as necessary to assume assigned responsibilities.
- Effectively represent the City in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment, including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone or radio, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from a four-year college or university with major coursework in business or public administration, finance, economics, or a related field and five (5) years of professional-level budgetary, programmatic, special projects, and related administrative support experience.

License:

- Valid California class C driver's license with satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a

computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees primarily work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.