



Assistant to the City Manager

Purpose of the role:

Under general direction, provides a full range of highly complex staff assistance as well as administrative and analytical support to the City Manager and City Council members; serves as liaison between the City Manager's Office and the general public, City staff, appointed boards and committees, community organizations, and other governmental agencies seeking interaction with the City Manager and/or City Council; oversees the general office support functions of the City Manager's Office; and performs related duties as assigned.

Distinguishing Characteristics:

The Assistant to the City Manager classification is responsible for providing analytical and administrative assistance to the City Manager and City Council members. This key position performs assigned tasks in a highly sensitive and rapidly changing environment involving the City's elected officials and top executives. The incumbent performs difficult, diverse, and confidential administrative duties in support of members of the City Council and the City Manager in their interactions with City department heads, top officials of other governmental agencies, appointed boards and committees, community organizations, interest groups and constituents.

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

Essential Duties and Responsibilities:

- Serves as liaison between City Council members, City Manager, City management staff, City staff, the general public, and outside groups and agencies; reviews, determines the priority, and routes incoming communiqués, reports, requests and instructions; refers matters to appropriate staff; acts as liaison in coordinating matters between the City Manager's Office and other department heads and managers.
- Responds to and resolves difficult and sensitive complaints and inquiries; provides general and specialized information and assistance within area of assignment that may require the use of judgment, tact, and sensitivity and the interpretation of policies, rules, and procedures as appropriate; explains programs, policies, and activities related to specific program area of assignment; prepares responses, writes reports, makes recommendations and reviews with City Manager as appropriate; refers matters to appropriate City staff and/or takes or recommends action to resolve the request or complaint; manages City-wide referral system to ensure City Council, citizen, and administrative referrals are handled in a timely manner.
- Provides administrative and analytical support to members of the

City Council and the City Manager; prepares memoranda, correspondence, and other documents and reports, often of a highly sensitive and confidential nature; ensures materials and reports for signature are accurate and complete; proofreads materials for accuracy, completeness, and compliance with City standards, policies and procedures.

- Conducts assigned research and analysis; develops recommendations on City Manager's Office and City-wide work methods, operating policy, procedures, and other administrative issues; prepares staff reports, answers questions or arranges for compilation of data to assist in the decision making process.
- Represents the City Manager at meetings as assigned; makes presentations to explain program or project status.
- Assists in developing and compiling the annual budget for the City Council and City Manager's Office.
- Directs and participates in implementing the department's records management procedures in accordance with the requirements of the City's records management program.
- Oversees the general office administrative team in the City Manager's Office; in conjunction with the Office Supervisor and key department contacts, monitors activities.
- Serves on special City committees and task forces.
- Performs related duties as required.

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Organization, operation, and services of the City and of outside agencies as necessary to assume assigned responsibilities.
- Principles, practices and techniques of public administration and local government administration.
- Operations, services, and activities of an office administrative support program.
- Methods of analyzing, evaluating, and modifying administrative procedures.
- Principles and practices of municipal budget preparation and administration.
- Functions of public agencies, including the role of an elected Council and appointed boards and commissions.
- Rules and procedures governing the notice and conduct of public meetings.
- Pertinent federal, state, and local laws, codes, and regulations.
- Research and reporting methods, techniques and procedures.
- Sources of information related to a broad range of municipal programs, services and projects.
- Principles and practices of sound business communication.
- Principles of business letter writing and report preparation.

***Desired
Minimum
Qualifications:***

- Communications techniques used to gather, evaluate and transmit information.
- Written communication techniques for report writing and preparing correspondence, policies and procedures.
- Principles of supervision, training, and performance evaluation.
- Office procedures, methods, and equipment including computers.
- Computer applications such as word processing, spreadsheets, and databases.
- Records management principles and procedures including record keeping and filing principles and practices.
- English usage, spelling, grammar, and punctuation.
- Customer service and public relations methods and techniques.

Ability to:

- Plan, organize, and carry out a full range of administrative and analytical assignments from the City Manager with minimal supervision and direction.
- Perform difficult and complex analysis and research on a variety of administrative topics, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Analyze, interpret, summarize and present administrative and technical information and data in an effective manner.
- Prepare clear, concise, and comprehensive administrative, financial, and technical reports.
- Evaluate and develop improvements in operations, procedures, policies and methods.
- Identify and respond to sensitive community, organizational, and City Council issues, concerns, and needs.
- Respond to inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Read and interpret complex data, information, and documents.
- Plan, organize, direct, and coordinate the work of staff.
- Select, supervise, train, and evaluate staff.
- Recommend and implement goals, objectives, policies, and procedures for providing office administrative and secretarial support functions.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures.
- Understand, interpret, explain and apply applicable federal, state and local policies, laws and regulations.
- Participate in the preparation and administration of assigned budget.
- Prepare clear, accurate and concise records and reports.
- Establish, organize, and maintain complex, specialized and extensive office files and records.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Work on multiple, concurrent projects with strict deadlines and with frequent interruptions.
- Organize, set priorities and exercise sound independent judgment within areas of responsibility.

- Plan and organize work to meet deadlines, needs, expectations, and rapidly changing priorities of elected and appointed officials changing priorities and deadlines.
- Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, press, or other agencies on sensitive issues in area of responsibility.
- Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Respond and perform assigned duties in the event of a City-declared emergency.

Competencies:

- Effective Communicator
- Strategic Thinker
- Results Oriented
- Problem Solver and Decision Maker
- Planner and Organizer
- Skill and Career Development Coach
- Technically Knowledgeable

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Training:

A Bachelor's degree from an accredited college or university with major course work in public administration, business administration, or a related field. A Master's degree in a related field is desirable.

***Education and
Experience
Guidelines:***

Experience:

Five years of increasingly responsible administrative and analytical experience within a local government environment including two years of supervisory experience. Experience in a municipal government setting dealing with elected and appointed officials is highly desirable.

Licenses; Certificates; Special Requirements:

A valid Class C California driver's license is required.

The conditions herein 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 job functions.

***Physical and
Environmental
Conditions:***

Physical: Sufficient physical ability to work in an office setting; sit, stand, walk, reach, twist, turn, kneel, bend, squat, and/or stoop for prolonged periods of time; perform duties requiring grasping, repetitive hand movement, and fine coordination; lift, drag, and push/pull files, paper, and documents weighing up to 25 pounds; and operate office equipment. **Vision:** See in the normal visual range with or without correction; vision sufficient to read

computer screens and printed documents and to operate office equipment.

Hearing: Hear in the normal audio range with or without correction.

Environment: Standard office setting; frequent interaction with City officials, officials of other governmental agencies, staff, community organizations, interests groups, vendors and suppliers, and the public.

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.*

Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.

Date Adopted: 7/5/03

Date Revised: