



City Manager

Purpose of the role:

Under policy direction, plans, implements, directs, and oversees the activities and operation of the City of Thousand Oaks including comprehensive programs for the City's long range growth and economic development; provides overall leadership and direction to all municipal departments, ensuring efficient and effective services in accordance with the Municipal Code and City Council directives; provides highly complex administrative support to the City Council; and performs related duties as assigned.

Distinguishing Characteristics:

The City Manager serves as the chief executive officer of the City with responsibility for planning, administering, directing, overseeing, and evaluating the activities and operations of the City of Thousand Oaks. This position provides highly responsible assistance to the City Council in facilitating the development and implementation of City goals and objectives and implements policy decisions made by City Council. Working under broad policy direction and guidelines provided by the City Council, the City Manager provides technical and administrative direction to City staff in order to ensure that service standards are met and maintained and to ensure public services are delivered in an efficient and effective manner.

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:

- Directs the development and implementation of the City's goals, objectives, policies, and priorities; oversees long range planning, analysis, and evaluation of City programs and services; assists and advises City Council in establishing overall City policies; researches City Council requests regarding policy and prepares and submits recommendations.
- Oversees the development, implementation, and administration of the City budget; ensures effective implementation of the City Council's goals and objectives and the maintenance of fiscal integrity.
- Develops and implements short and long-range plans to establish a climate for economic development within the City; ensures a continuous flow of current revenues and creation of additional revenues and revenue sources.
- Assumes full management responsibility for all City operations; plans, organizes, controls, integrates, and evaluates the work of the City; develops, implements, and monitors, with Department

Directors, long-term plans, goals, and objectives focused on achieving the City's mission and City Council priorities; manages and directs the development, implementation, and evaluation of plans, policies, systems, and procedures to achieve annual City goals and work standards.

- Selects, trains, motivates, and evaluates assigned personnel; plans and evaluates the performance of assigned staff including Department Directors and staff in the City Manager's Office; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; makes decisions on compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, in accordance with the City's Personnel Rules and Regulations.
- Provides leadership and works with management staff to develop and retain highly competent, customer service-oriented staff through selection, compensation, training, and day-to-day management practices that support the City's mission and values.
- Assesses and monitors workload, administrative support systems, and internal reporting relationships; identifies opportunities for improvement and implement as appropriate; recommends organizational development plans to the City Council.
- Ensures municipal service levels are provided and maintained in a cost effective manner; establishes, within City policy, appropriate service and staffing levels; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; develops and implements productivity improvement measures; allocates resources accordingly.
- Represents the City to other governmental agencies, community groups, and various businesses, professional, and other outside organizations, agencies, or individuals; coordinates City activities with those of other cities, counties, outside agencies, and organizations.
- Serves as liaison/coordinator between the City Council, the municipal staff, and other organizations and private citizens having dealings with the City.
- Explains, justifies, and defends City programs, policies, and activities; negotiates and resolves sensitive and controversial issues; responds to and resolves difficult and sensitive citizen inquiries and complaints.
- Ensures City's positions on state and federal legislation, which may impact City's finances and operation, are effectively communicated to appropriate individuals and committees of the state and federal governments.
- Provides staff assistance to the City Council; attends City Council and City Council Committee meetings; prepares and presents staff reports and other necessary correspondence; recommends to the City Council for adoption such measures and ordinances as he/she

deems necessary or expedient; keeps the City Council advised as to the financial condition, operations, and needs of the City.

- Maintains current knowledge of new trends and innovations in the field of municipal management and public administration; attends and participates in professional group meetings; participates in professional development activities; reads publications relevant to area of assignment.
- 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:

- Operations, services, and activities of a municipality.
- City functions and associated management, financial and public policy issues.
- Theories, principles, and practices of public administration and local government administration.
- Principles and practices of program development and administration including social, political and environmental issues influencing program development and administration.
- Government, council, and legislative processes.
- Decision making techniques.
- Public finance theories and practices.
- Principles and practices of fiscal and strategic planning.
- Methods of analyzing, evaluating, and modifying administrative procedures.
- Principles and practices of municipal budget preparation and administration.
- Labor relations and human resource management theory and practice.
- Principles and practices of management, supervision, training, and performance evaluation.
- Principles of business letter writing and report preparation.
- Pertinent federal, state, and local laws, codes, and regulations.
- Public relations principles and practices required to work with public officials, industry representatives, civic groups, and private citizens.

***Desired
Minimum
Qualifications:***

Ability to:

- Provide effective leadership to a large, complex organization.
- Develop, implement, and administer City-wide goals, objectives, policies, procedures, work standards, and internal controls.
- Manage and direct the operations, services, and activities of a municipality.
- Integrate the activities and functions of a large, complex organization.
- Plan, organize, direct, and coordinate the work of staff.
- Select, supervise, train, and evaluate staff.
- Delegate authority and responsibility.
- Negotiate and resolve complex issues.

- Identify and respond to sensitive community, organizational, and City Council issues, concerns, and needs.
- Prepare clear, concise, and comprehensive administrative, financial, and technical reports.
- Prepare and administer large and complex budgets.
- Perform difficult and complex analysis and research, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Analyze and assess programs, policies, and operational needs and make appropriate adjustments.
- Research, analyze, and evaluate new service delivery methods and techniques.
- Respond to inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Effectively present information to executive management, public groups, and/or boards of directors.
- Exercise sound, expert independent judgment within general policy guidelines.
- Read and interpret complex data, information, and documents.
- Work on multiple, concurrent projects with strict deadlines and with frequent interruptions.
- Utilize standard office equipment including computers and related software applications.
- Understand, interpret, explain and apply applicable federal, state and local policies, laws and regulations.
- Exercise tact and diplomacy in dealing with highly sensitive political, public policy, community and employee issues and situations.
- 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.

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:

Ten years of progressively responsible management, administrative, staff, or related experience including five years of experience as a department director, Assistant City Manager, and/or City Manager.

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 with some travel to attend meetings; 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; 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; interact with officials, City staff, 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: