



Assistant City Manager

Purpose of the role:

Under general administrative direction, assists the City Manager in planning, implementing, directing, and overseeing the activities and operations of the City of Thousand Oaks; assists in the identification and development of policy options, including recommendations for improving the overall management and operation of the City; directly manages and supervises assigned operations, functions, and services; provides highly complex administrative support to the City Manager and City Council members; fosters cooperative relationships with civic and community groups, intergovernmental agencies, and City staff; may represent the City Manager at meetings; and performs related duties as required.

Distinguishing Characteristics:

Positions allocated to the Assistant City Manager class assist the City Manager in the day-to-day administration of the City government. Positions in this class participate in planning and executing programs and projects for accomplishing City goals and objectives within general policy guidelines. Incumbents operate with substantial latitude and discretion to achieve effective and efficient utilization of the City's resources in serving the City's constituencies.

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:

- Assists the City Manager in planning, organizing, controlling, integrating, and evaluating the work of all City departments; participates in developing, implementing, and monitoring City-wide policies, goals, objectives, and long-term plans focused on achieving the City's mission and City Council priorities.
- Manages, directs, and oversees assigned services, programs, functions, and activities within the City Manager's Office; with subordinate managers, develops, implements, and monitors long-term plans, goals, and objectives focused on achieving the City's mission and City Council priorities for specific areas of assignment; manages and directs the development, implementation and evaluation of plans, programs, policies, systems, and practices to achieve annual City as well as division/function goals.
- Establishes, within City policy, appropriate service and staffing levels for assigned areas of responsibility; monitors and evaluates the

efficiency and effectiveness of service delivery methods and procedures; allocates resources accordingly.

- Plans and evaluates the performance of assigned staff; 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 managers 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.
- Works closely with the City Manager, City Council, a variety of public, private and community organizations and citizens groups in developing and implementing programs to achieve City priorities and solve problems in areas of assignment; advises the City Manager and the City Council on related matters; directs and coordinates preparation of analyses and recommendations on public policy issues and on long-range plans for City services; develops and coordinates proposals for action on current and future City needs; represents the City and works closely with appointed boards and committees and public and private officials to achieve planned action and results and provide technical assistance in resolving problems.
- Makes presentations on various projects or issues to the City Council, City employees or other internal or external agencies or organizations.
- Manages and directs follow-up to City Manager and City Council requests; interprets City Manager and City Council instructions and requests; responds to and directs the use of the City-wide Referral System to ensure responsive and timely action on City Council, citizen, and other public agency inquiries, requests, instructions, and complaints; supervises the City suggestion box program, ensuring timely action on suggestions referred to City departments for review and recommendation.
- Assists City Manager with administrative duties by reviewing and authorizing administrative requests on behalf of the City Manager; reviews correspondence and requests for information, and assigns to appropriate department head for follow up; resolves routine administrative inquiries, concerns, or problems directed to City Manager; provides assistance and information to City Council.
- Make interpretations of City ordinances, codes and applicable laws and regulations to ensure compliance.
- Directs, prepares, and oversees the preparation of a wide variety of reports and presentations for the City Council, City management and outside agencies; supervises the drafting of press releases and materials for dissemination to the media and the public.
- Provides high level research, analysis, and recommendations to the

City Manager, City executives, and City Council on matters relating to policy development, strategies, management planning, project management, and departmental, intergovernmental and community problems.

- Plans, manages and participates in the delivery of public information programs and projects; plans and coordinates special City events and celebrations; assists City departments, other governmental agencies, community groups, and the public in planning and coordinating special events and projects.
- Manages and participates in the writing of news releases, articles and summaries for distribution to the press; identifies newsworthy items and assists City department personnel in developing topics and editing news releases, articles, and summaries; writes material and coordinates production of newsletters and special publications concerning the City and City issues; participates in the development and maintenance of the City's website; coordinates and serves as facilitator for public information projects with other City departments, agencies, and the community; conducts research and makes recommendations on emerging and pilot projects and services.
- Reviews City Council agenda reports; follows up on policy concerns prior to City Council meetings; responds to and follows up on City Council meetings and concerns related to agenda items.
- Directs the development of management systems, procedures, and measurement techniques to improve City operations and effectiveness.
- Directs, coordinates, and participates in the City's overall budgeting process, including preparation, submission, implementation and monitoring; directs the development of and monitors performance against the annual budget for areas of assignment; approves the forecast of funds needed for staffing, equipment, materials, and supplies; approves expenditures and implements budgetary adjustments as appropriate and necessary.
- Maintains effective relationships with a variety of community organizations, groups and individuals to promote positive public relations; coordinates assigned activities with those of other departments and outside agencies and organizations.
- 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.
- 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.
- May act for and on behalf of the City Manager.
- 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.

***Desired
Minimum
Qualifications:***

Knowledge of:

- Operations, services, and activities of a municipality.
- Theory, principles, practices and techniques of public administration and local government administration including municipal budgeting, public agency financing, financial administration, program and policy formulation, purchasing, and maintenance of public records.
- Principles and practices of program development and administration including social, political and environmental issues influencing program development and administration.
- City functions and associated public information, management, financial and public policy issues.
- Decision making techniques.
- 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.
- Government, council, and legislative processes.
- Organization and functions of an elected City Council.
- Public information and public relations principles and practices required to work with public officials, industry representatives, civic groups, and private citizens.
- Methods and techniques for writing press releases and articles for media distribution.
- 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.

Ability to:

- Assist in providing effective leadership to a large, complex organization.
- Participate in the development, implementation, and administration of City-wide goals, objectives, policies, procedures, work standards, and internal controls.
- Manage and direct assigned operations, services, and activities of a municipality.
- Develop, integrate and coordinate a variety of public information services, programs and activities.
- 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.

- Assist in defining complex public policy, management and operational issues.
- 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.
- Evaluate, develop and implement management systems, policies and controls.
- 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.
- Present proposals and recommendations clearly and logically in public meetings.
- 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.
- Understand, interpret, explain and apply applicable federal, state and local policies, laws and regulations.
- Utilize standard office equipment including computers and related software applications.
- Exercise tact and diplomacy in dealing with highly sensitive political, public policy, community and employee issues and situations.
- Develop concepts and design specific methods and techniques to improve internal City communications and the distribution of information to the community at large.
- Analyze and evaluate public information problems and issues.
- 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:

- Team Builder
 - Strategic Thinker
 - Results Oriented
 - Planner and Organizer
 - Interpersonally Effective
 - Problem Solver and Decision Maker
 - Technically Knowledgeable
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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:

Eight years of increasingly responsible experience in the management and administration of municipal government operations including substantial high level staff administrative and supervisory experience. Experience in the office of a City Manager or County Administrative Officer 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 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.

*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: 3/9/04

Date Revised: