



Assistant to the City Manager

Summary

Perform professional project management and analytical support to the City Manager and executive team on a variety of difficult, complex and sensitive administrative matters; perform responsible professional assignments such as contract administration, franchise agreement negotiation and administration, legislative monitoring; coordinate the agenda review process and oversee and support citywide committees and commissions; provide high-level research and analysis; and serve as liaison for the City with a variety of private and public agencies and community partners.

Class Characteristics

General direction is provided by the City Manager. Responsibilities may include the indirect and direct supervision of management fellows and interns. In addition, supervision of projects and technical direction may be provided by the Assistant to the City Manager to professional, technical and administrative support personnel within the organization.

This single-position class is responsible a wide array of complex citywide programmatic and project duties in the City Manager's Office. It is distinguished from the Management Analyst series due to its external role, high level of independent judgment, scope of projects and degree of contact with the City Manager and City Council. The Assistant to the City Manager works as an integral member of various City teams in helping the City achieve its objectives, including public presentations to the City Council, community members, and other interested parties.

Essential Duties, Skills, and Demands of the Position

The duties, skills, and 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 a disability to perform the essential duties, skills, and demands.

Duties:

Plan, coordinate and/or conduct large and/or highly sensitive studies, analyses or projects and corresponding documentation and technical reports often with Citywide impact; make recommendations on administrative and operational issues with Citywide impact.

Oversee implementation of major, inter-departmental City projects and special studies.

Assist in the development of the City Council agenda; prepare and present staff reports and presentations at various venues including commissions, councils, boards, and other governmental meetings and professional, industry, and community groups; draft City Council documents; serve on various committees and task forces; follow up on actions taken for various committees and commissions.

Make presentations to the City Council and City commissions and committees; represent the City in meetings with members of community, business, professional, educational and governmental organizations; may represent the City in contacts with the media.

Serve as a liaison to various City committees and commissions, including development of agendas, reports, presentations and commissioner relations.

Serve as a representative of the City with a variety of business, professional, and community groups; coordinate technical support activities with other departments, divisions and outside agencies.

Answer questions and provide information to the public, via telephone, e-mail, and written correspondence; investigate complaints and recommend corrective action as necessary to resolve complaint.

Participate in the preparation, development, monitoring and administration of the City operating, multi-year and/or capital improvement budgets.

Provide highly responsible analytical assistance in the research, evaluation, and preparation of complex statistical, financial, demographic and operational data used in reports, studies, surveys and analyses; analyze and make recommendations in the development and administration of assigned program area; maintain and track key quality measures Citywide.

Research and analyze pending legislation and/or regulations and identify impact to City programs and activities; develop recommendations for changes to City programs, policies, and procedures in response to legislation.

Serve as liaison between outside organizations and the City as well as between departments and the City Manager's Office; serve as the City Manager's representative/staff liaison at meetings of City management and staff, commissions, committees and other organizations as needed; and may be a primary contact for citizens who desire to reach elected or executive leaders.

Provide professional guidance and interpretation of City policies and procedures.

Develop and analyze City policies, procedures and systems; recommend goals and objectives.

Develop and implement strategic plans.

Participate in or direct the conduct of rate studies; revise and develop fees; negotiate and administer franchise agreements, contracts and leases; ensure compliance with City policies and procedures and pertinent laws, regulations and ordinances.

Research grant opportunities and prepare grant proposals; monitor and administer grants.

Select and manage consultants and contractors; develop and administer contracts.

Prepare and submit regulatory reports.

Receive, research, and respond to the more complex and/or politically sensitive questions from outside agencies, other City departments and the general public.

Evaluate program operations and activities; measure performance; recommend improvements and modifications; prepare associated reports on operations and activities.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Serve as a professional staff resource to City management staff regarding a variety of issues, projects, and negotiations.

Plan, prioritize, and review the work of professional, technical and administrative support staff assigned to support daily operations of the department.

Develop schedules and methods to accomplish assignments ensuring work is completed in a timely and efficient manner.

May participate in labor relations activities as needed.

Perform related duties as assigned.

Skills/Abilities:

Perform difficult and complex analytical work, ensuring compliance with City policies and procedures, local, state and federal laws and regulations.

Analyze systems, administrative and management practices and identify opportunities for improvement.

Research, analyze, resolve, and/or improve complex technical and administrative issues with Citywide scope.

Work with and maintain the confidentiality of information.

Independently perform the more complex professional analytical work in support of assigned programs.

Identify, research, and respond to complex and sensitive questions from City departments, outside agencies and the public.

Prepare and present technical reports, requests for proposal, contracts and agreements.

Interpret, understand and apply City and department policies and procedures, local, state and federal regulations.

Independently analyze situations and data and develop logical conclusions and sound recommendations.

Analyze and present financial data, fiscal and actuarial reports.

Conduct, prepare and present special studies related to assigned operations.

Train and provide project direction.

Supervise, train and evaluate assigned staff.

Utilize sound judgment to make decisions in the course of work.

Operate a personal computer with a working knowledge of analytical spreadsheets, word processing, and related business software and equipment including intermediate or better skill level of Microsoft products.

Apply innovation to problem solving and adapt to new and changing circumstances.

Provide leadership when necessary to effect Citywide goals.

Apply principles of teamwork.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of the work including maintaining an environment of productive customer service.

Physical Demands and Work Environment:

While performing the duties of this job, the employee is frequently required to: sit, stand and walk short distances; use a computer keyboard and mouse, use hands to finger, handle, or feel; reach with hands and arms; and talk or hear in person and on a telephone. The employee will occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision (for reading and working at a computer) and the ability to adjust focus. Employees typically work in an office environment where the noise level is moderate.

Qualifications

Knowledge of:

Principles and practices of organization and administration.

Project management principles, practices, systems and performance management systems.

Communication and public engagement programs and initiatives.

Functions and services of a municipal government, including new trends and innovations.

Principles and practices of municipal budget development, analysis and administration.

Principles, practices and procedures of technical report writing and statistical and graphical presentation methods.

Principles and procedures of financial record keeping and reporting.

Principles and practices of grant development and administration.

Programs, processes and structure of assigned department.

Principles of continuous process improvement and key quality measurement tracking.

Pertinent local, State and Federal laws, ordinances and rules and legislative and regulatory processes.

Principles of contract negotiation and management.

Principles and practices of supervision.

Principles and practices of business writing.

Education and Experience

Any combination equivalent to the education and experience likely to provide the required knowledge and abilities would be qualifying. A typical way to gain such knowledge and abilities would be:

Education:

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

A Master's degree is desirable.

Experience:

Four years of experience performing increasingly responsible professional administrative, analytical and/or program management duties directly related to area of assignment, preferably in a municipal government setting.

Certifications/Licenses:

Possession of a valid California Class C driver's license.

Established: 10/18/21

Resolution #: 2021 - 170 N.C.S.

Department: City Manager's Office

FLSA Status: Exempt