



June 2008

## **ASSISTANT CITY MANAGER**

### **DEFINITION**

Under administrative and general policy direction, provides highly responsible and complex professional assistance to the City Manager and City Council in coordinating and directing City-wide departmental activities and operations; assists in executing the long-term vision for the City in collaboration with the City Council and Department Heads; provides leadership to all departments to maximize available resources; plans, organizes, manages, and provides administrative direction and oversight for all activities of the assigned program area; develops and implements a City-wide communications program; ensures quality services provision to the residents of the community; coordinates assigned activities with other City departments, officials, outside agencies, and the public; fosters cooperative working relationships among City departments and with intergovernmental and regulatory agencies and various public and private groups; acts as City Manager in the City Manager's absence; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative and general policy direction from the City Manager. The work provides for a wide variety of independent decision-making, within legal and general policy and regulatory guidelines. Exercises general direction and supervision over management, supervisory, professional, technical, and clerical staff through subordinate levels of supervision.

### **CLASS CHARACTERISTICS**

This executive management classification oversees, directs, and participates in all activities of the City's operations, including short- and long-range planning, policy development and administration, and enforcing all City codes and regulations. The incumbent regularly interacts with the City Manager, City Council, and departmental representatives in obtaining and coordinating projects and information. This class may also function as a department head for the assigned program area. Successful performance of the work requires knowledge of public policy, municipal functions, and activities, including the role of an elected City Council, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the City and the department with those of other agencies and departments and managing and overseeing the complex and varied functions of a department. The incumbent is accountable for accomplishing City-wide planning and operational goals and objectives within general policy guidelines.

### **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 where appropriate so that qualified employees can perform the essential functions of the job.*

- Assists the City Manager in planning, organizing, and directing the services and activities of City departments and programs; relieves the City Manager of the day-to-day operational issues associated with the overall functions of the City.

- Implements directives and policies from the City Manager; provides direction to department heads to coordinate and direct programs and projects; meets with department heads to identify and resolve organizational and operational problems both within departments and across departmental lines; ensures the successful completion of programs and projects.
- Assumes full management responsibility of the assigned program areas.
- Directs City-wide communications programs.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for assigned departments; establishes, within City policy, appropriate budget, service, and staffing levels.
- Contributes to the overall quality of the City's and the department's service provision by developing, reviewing, and implementing policies and procedures to meet legal requirements and City needs; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Participates in the development and administration of the City's budget and develops and manages the assigned department's budget; directs the forecast of additional funds needed for staffing, equipment, and supplies; reviews and controls programs and projects to ensure cost effectiveness.
- Provides for the selection, training, professional development, and work evaluation for the department staff, as well as administrative and technical staff in the City Manager's Office; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns; and provides policy guidance and interpretation to staff.
- Serves as project manager on critical, high-profile projects; serves as the City's Public Information and Communications Officer; manages and oversees the City-wide Volunteer Program or other assigned programs.
- Represents the City in meetings with governmental agencies, community groups, and various business, professional, educational, regulatory and legislative organizations; may act as a City liaison with the media.
- Conducts a variety of City-wide organizational and operational studies and investigations; recommends modifications to programs, policies and procedures as appropriate.
- Participates on and makes presentations to the City Council and a variety of boards and commissions; attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of city government operations and other types of public services as they relate to the area of assignment.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the City Manager.
- Monitors changes in laws, regulations, and technology that may affect City or departmental operations; implements policy and procedural changes as required.
- Serves and the ombudsmen for the City; responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Public agency budgetary, contract administration, City-wide administrative practices, and general principles of risk management related to the functions of the assigned area.

- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs; principles and practices of municipal government administration.
- Principles and practices of program development, administration, and management in a municipal setting.
- Applicable Federal, State, and local laws, codes, and regulations.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Technical, legal, financial, and public relations problems associated with municipal services.
- Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and City staff, in person and over the telephone.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

**Ability to:**

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the City, department, and assigned program areas.
- Work cooperatively with, provide staff support to, and implement the policies of the City Manager and City Council.
- Provide administrative and professional leadership and direction to all departments and the City.
- Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.
- Interpret, apply, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Select, motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer special and highly sensitive projects, a variety of programs, and administrative activities.
- Conduct effective negotiations and effectively represent the City and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Establish and maintain a variety of 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.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.

- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious 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 an accredited four-year college or university with major coursework in business or public administration, public policy, finance, or a related field and five (5) years of management or administrative experience in administration and City government.

**Licenses and Certifications:**

- Possession of a valid 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; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, 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 weighing up to 25 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.