

Assistant to the City Manager (Assistant)

GENERAL STATEMENT OF DUTIES

The Assistant is a strategic, skilled and forward-thinking individual who will assist the Manager and the organization with supervision of staff and projects, labor relations, collective bargaining and meeting the requirements and expectations of the City Hall management team. Will assist the Manager and department heads with direction, policy and procedures consistent with providing superior customer service and the efficient accomplishment of City tasks and goals

SUPERVISION RECEIVED

Work is performed under the general supervision of the City Manager

SUPERVISION EXERCISED

Coordinates and assists with the supervision of the City Hall clerical and customer service staff, helping to maximize staffs ability to meet the expectations for assistance and information.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The Assistant may be called upon to do any or all of the following: (These examples do not include all of the tasks which the employee may be expected to perform).

- Represents the City Manager in the absence of the City Manager
- Works in concert with the City Manager in developing and executing the organization's strategic goals and objectives
- Performs special assignments and manages special projects as directed by the City Manager
- Assists in the development of policies, procedures, and business processes for information technology and communications with the public, affiliated organizations, and internal communication with staff, boards and commissions
- Responds tactfully and courteously to requests for information from the City Manager, City Council, boards, commissions, outside agencies and residents. Answers questions, explains City and department policies and handles complaints. Resolves complex and sensitive customer service issues, either personally, by telephone or in writing
- Assists in receiving and screening incoming correspondence, telephone calls and visitors by using independent judgment to forward or reply appropriately as well as assist in managing the City Manager's calendar by independently scheduling appointments for the Manager
- Monitors and ensures compliance with policies, agreements and other commitments including collective bargaining and personnel agreements and vendor contracts
- Assists with sensitive and confidential matters related to labor contracts and negotiations including researching comparative wage and benefit information, policies and procedures, access to and review of management bargaining notes as needed and the preparation of bargaining proposals and counterproposals. Attends and assists the Manager on the employer's bargaining team

- Assists the Manager with public records (FOIA) compliance, including researching, duplicating and redaction of personal and confidential information under law and the City's policies
- Manages confidential and public records in the possession of the City Manager's Office in accordance with the appropriate Record Retention and Disposal Schedules
- Assists with dispute resolution including the investigation and the formulation of responses to grievances and other personnel disputes
- Leads and supports the coordination of work schedules of the Clerical / Customer Service Team, and assists with supervision of staff's response to in-person visits, calls, emails and other inquiries
- Oversees all forms of public communication including the development and maintenance of the City's website presence
- Advocates for best practices in local government. Provides support to the Manager in developing, researching, recommending and implementing improvements in the delivery of services for all City departments.
- Coordinates special events and special projects throughout the City
- Assists in the development of the annual budget process
- Assists with the organization and preparation of meetings including meeting schedules, notices, agendas
- Attends and records Council, board, commission and assigned committee meetings, taking notes and transcribing meeting minutes for approval
- Conducts research and assists with the drafting of resolutions, policies, notices and other official City matters
- Plans and executes events and meetings, including procuring services as necessary
- Represents the City to the public, community organizations and other government agencies as directed by the City Manager
- Performs related work as assigned

PERIPHERAL DUTIES AND RESPONSIBILITIES

- Attends and participates in professional organization meetings, seminars and workshops to stay abreast of innovations and new trends related to duties and responsibilities
- Communicates the City's plans, policies, and procedures to City Council, staff, the community and others both orally and in writing
- May serve as staff liaison to one or more advisory boards or commissions

MINIMUM QUALIFICATIONS

Education and Experience:

- A Bachelor's degree (preferred) from an accredited college or university with major course work in business or public administration, or a closely related field; and
- Significant demonstrated experience in a management/supervisory role
- Any equivalent combination of education and progressively responsible experience, with additional work experience substituting for the required education

Necessary Knowledge, Skills and Abilities:

- Knowledge of basic laws, ordinances and regulations affecting the operation of municipal government
- Knowledge of governmental budgeting and record keeping practices and principles
- Capable of being an implementer, thriving on managing a variety of key projects simultaneously, often under tight deadlines
- Knowledge of best practices in customer service delivery
- Strong communication skills with internal and external stakeholders on technical and community issues
- Knowledge of municipal methods, practices and procedures
- Has a passion for progress and continuing improvement
- Skill in dealing with the public, citizen groups and other employees with a commitment to work collaboratively
- Ability to self-start, work independently and maintain a constructive team spirit
- Ability to assemble data and to effectively prepare and present accurate records and reports
- Ability to communicate effectively both orally and in writing with diverse audiences
- Ability to coordinate all elements of events and meetings
- Ability to demonstrate integrity, ingenuity and inventiveness in the performance of duties and responsibilities
- Ability to direct the work of others as needed
- Ability to establish and maintain effective working relationships with a variety of appointed and elected officials, staff, outside agency personnel, community members, the media and general public
- Excellent judgment and creative problem solving skills, including negotiation and conflict resolution skills with both co-workers, vendors and residents. Ability to keep immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems
- Ability to lift and transport equipment
- Ability to operate a motor vehicle
- Ability to operate office equipment and a personal computer using program applications appropriate to assigned duties
- Ability to plan and organize work activities
- Ability to represent the City at internal and external meetings
- Ability to understand and follow complex oral and written directions and instructions
- Ability and willingness to work nights and weekends and travel when required

SPECIAL REQUIREMENTS

- Valid Michigan Driver's License or ability to obtain one

TOOLS AND EQUIPMENT USED

- Personal computer including database, e-mail, spreadsheet, presentation and word processing software
- Network Servers
- Photo and image software
- Website hosting software
- Smart phone & tablet
- Automobile
- Calculator
- Copy, fax and scanning equipment
- Telephone and conference call equipment
- Audio and video recording and presentation equipment

PHYSICAL DEMANDS

- The physical 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 disabilities to perform the essential functions.
- While performing the duties of this job, the employee is frequently required to hear, sit, stand, talk, walk and visit other locations. The employee is frequently required to use arms and hands to feel, finger, grasp, handle and reach to adjust and operate computer and production equipment. The employee is occasionally required to balance, bend, climb, crawl, crouch, kneel and stoop. The employee is occasionally required to manipulate (lift, carry, move, etc.) up to 50 pounds.
- Specific vision or other powers of observation required by this job include the ability to use close vision to operate computer and production equipment, comprehend electronic, video and written material at arm's length or less (distinguish letters and numbers); the ability to adjust focus; and the ability to see in detail objects or printed material at greater than arms length.
- Specific hearing and speech or other communication capabilities required by this job include the ability to communicate effectively in person and via telephone.

WORK ENVIRONMENT

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The noise level in the work environment is usually quiet while in the office, and moderately loud when in the field. While performing the duties of this job, the employee occasionally works in

outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions, toxic or caustic chemicals.

SELECTION GUIDELINES

- Formal application, rating of education and experience, oral interview, and reference check. Job-related tests may be required.
- The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.
- The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.