JOB SUMMARY:

Supervises staff and performs a variety of complex professional functions to support the City Manager, City Council, and division, performs a variety of complex professional, analytical and administrative functions related to policy, legislation, community outreach and engagement.

ESSENTIAL JOB FUNCTIONS: (All responsibilities may not be performed by all incumbents.)

Carries out supervisory responsibility in accordance with policies, procedures and applicable laws, including: interviewing, hiring and training staff; planning, assigning and directing work; developing schedules; establishing deadlines; appraising performance; rewarding and disciplining employees; coordinating, developing and approving staff training; and addressing complaints and resolving problems.

Plans, coordinates, assigns, and monitors performance and coaches, trains, and advises employees in the department for the dual goals of meeting department goals and employee career development; assists staff in the completion of assigned tasks.

Provides supervision of strategy and oversight of enhanced community engagement, constituent relations and community outreach functions, including: providing information and resolving various issues; developing and fostering relationships; making presentations at community functions; and developing public notices, bulletins, etc., for dissemination to the community.

Oversees staff responsiveness and support to the community and initiates and supports opportunities for engagement with the City. Ensures community outreach programs and events support the City’s strategic plan and community relations. Establishes and maintains positive external relationships with individuals, businesses, and community-based organizations that support the City’s efforts.

Prepares or supervises the preparation of staff reports, including research and analysis, coordination with impacted City departments, staff report drafting, and coordination with City Council as appropriate.

Serves as project manager for various complex projects/programs within the division and plans, develops, implements, oversees and coordinates specialized programs and projects including: conducting technical and administrative analyses; preparing, coordinating and evaluating request for proposals (RFP) and bid processes; developing scope of work, schedules and agreements; analyzing financial reporting processes; conducting review of budgets; coordinating multiple projects with departments, divisions, community groups, outside agencies, etc.; reviewing and presenting recommendations; initiating, drafting and negotiating contracts, agreements, leases and other legal documents; selecting consultants and/or vendors; negotiating and managing daily activities of consultants, contractors, etc. affiliated with projects; overseeing the work and budgets of consultants and vendors; evaluating Change Orders; resolving problems/issues; evaluating proposals; creating information system databases to track and reports functions; conducting and/or attending related meetings; and developing and distributing schedules.

Evaluates and monitors effectiveness of various programs, policies and procedures including: developing recommendations to increase effectiveness of programs; performing cost/benefit analysis; conducting and analyzing research; presenting findings; writing related reports; and coordinating communications.

Assists with various management, labor relations and budget projects, including: conducting and analyzing research;

Attachment D
presenting findings; drafting correspondence; and coordinating communications.

Assists with presenting and ensuring the City’s vision and strategies for accomplishing Council initiatives and/or directives are followed; coordinates advocacy of City, Federal, State, and regional cooperation where opportunities exist to further the City’s and region’s goals.

Conducts complex research and review related to purposed Council initiatives and/or directives. Assists the City Manager and Council with assessing and discussing proposals; examines policy issues and the various approaches to addressing those issues and may offer recommendations.

Coordinates with manager to provide the City Manager and Council with accurate and timely information to support decision-making and policy direction and may assist with implementation of polices.

Interprets and explains City policies, and acts as a resource for legislative and community affairs and community engagement to the public, business community, community groups and City Council and staff.

Identifies, initiates, and enhances relationships with various community stakeholders; supervises planning and coordination of community outreach duties to support the City’s strategic plan and community relations programs and events.

May represent the City Manager’s Office in various meetings, assisting with input and guidance to achieve an outcome that is beneficial to the greater good of the organization, community and public.

Interacts with a variety of high-level individuals, both internally and within the community to provide information, disseminate departmental information and assist in resolving administrative issues.

**ESSENTIAL JOB FUNCTIONS:**

Interact with outside governmental agencies and non-profits, constituent representative groups and other constituent groups relative to goals, actions and activities of the City.

Works closely with public officials, governmental agencies, private sector organizations and a variety of government associations.

Reviews items for City Manager approval, including City Council staff reports and contractual documents.

Prepares and/or retrieves complex, routine and non-routine reports and analyses utilizing a variety of software; receives, sorts, and summarizes material for the preparation of reports; designs and creates spreadsheets and presentations; prepares and distributes work and staff reports; relays and interprets administrative decisions, policies and instructions.

Serves as a liaison and/or member of various committees, boards, and/or teams and collaborates, persuades, presents reports to and negotiates with others outside own work area to coordinate efforts and maintain cooperative and efficient relations.

**IMPORTANT JOB FUNCTIONS:**

Assists in preparing the division budget, including: developing program budgets, making recommendations; monitoring expenditures; balancing and reconciling budget; preparing quarterly financial reports; preparing transfer memos; and attending budget meetings.

Interprets, develops, communicates, updates and monitors policies and procedures; recommends improvement when necessary; collects, compiles and presents information related to same.

Performs other related duties as assigned.
MATERIAL AND EQUIPMENT USED:

General Office Equipment  Computer

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Bachelor’s degree from an accredited four-year college or university in a related field; Master’s degree in related field is preferable; and,

Four to five years of progressively responsible related experience.

Licenses and Certifications:

None.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Supervision of staff and activities, either directly or through subordinate supervision.

Principles and practices of public administration, including knowledge of government organizations and operations.

Applicable state, federal and local ordinances, codes, laws, rules and regulations and legislative issues.

Methods and techniques of research, statistical analysis, report preparation and presentations.

Project management techniques.

Customer service techniques and practices.

City government organization and operations.

External governmental bodies and agencies related to area of assignment.

Skill in:

Working with diverse populations.

Conflict resolution.

Preparing clear and concise reports, correspondence and other written materials.

Using tact, discretion, initiative and independent judgment within established guidelines.

Developing and delivering oral presentations.

Analyzing and resolving office administrative situations and problems.

Researching, compiling, and summarizing a variety of informational and statistical data and materials.

Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
Applying logical thinking to solve problems or accomplish tasks; to understand, interpret and communicate complicated policies, procedures and protocols.

Communicating orally with internal staff, citizens, and other departmental staff in order to give and receive information in a courteous manner.

Abilities:

Ability to learn and follow City and departmental policies and procedures.

Ability to communicate in English both orally and in writing at the appropriate level.

Ability to identify confidential material and information and maintain confidentiality of same.

Ability to establish and maintain effective working relationships with others.

Ability to analyze and resolve problems involving several variables.

While performing the essential functions of this job, the incumbent is regularly required to sit; use hands to finger, handle, or feel objects; reach with hands and arms; speak and hear; and occasionally push, pull and/or lift up to 10 pounds.

Working Conditions:

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust.

The incumbent's working conditions are typically moderately quiet.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.