

## CITY OF GLENDALE

<b>TITLE:</b>	<b>Senior Management Assistant</b>	<b>CLASS CODE:</b>	<b>157</b>
<b>REPORTS TO:</b>	<b>Department Head or above</b>	<b>RANGE:</b>	<b>28</b>
<b>DEPARTMENT:</b>	<b>Various City Departments</b>	<b>FLSA:</b>	<b>E</b>
<b>JOB SPECIFICATION DATE: March 23, 2006 cm</b>			

### **JOB SUMMARY**

Performs highly complex administrative and professional work involving project design, program development, coordination, and management. Resolves highly complex and difficult administrative problems. This classification is distinguished from the management assistant classification by the level of responsibility and the handling of complex issues that require advanced expertise.

### **ESSENTIAL FUNCTIONS**

1. Conducts complex organizational and procedural analyses, evaluates recommended organizational changes and reports on the merit of the recommendations.
2. Conducts financial studies to determine the availability of resources for funding or new programs.
3. Supervises administrative, technical or paraprofessional employees, contractual labor, volunteers and paid interns
4. Manages special and ongoing programs and projects, which may include their design, development, coordination, and implementation.
5. Provides mid-manager staff support to a department head and performs research on assigned problems or issues; analyzes findings; develops reports and recommendations for changes in policies, procedures and operational policies; presents findings in oral or written form.
6. Conducts research on policy issues or questions; investigates sensitive citizen inquiries and complaints; forwards summaries of issues to City departments for resolution; conducts follow-up to ensure resolution.
7. Coordinates and conducts district and other citizen group meetings and projects, and completes follow-up activities.
8. Prepares correspondence, technical statistical reports, public notices, council communications, reports to council and other Federal, State and local agencies and organizations and the Mayor's Office.
9. Researches and writes speeches, articles and newsletters for area of assignment.
10. Manages special and continuing projects involving the development of plans, and the coordination of activities among departments, other cities and the public.
11. Serves as a liaison for the department head with other departments, outside consultants and contractors.
12. Gathers economic data and other indicators and prepares comprehensive financial and expenditure projections, rate analyses and long range plans.
13. Plans, organizes, and manages citizen committee processes related to specific departmental issues.
14. Serves as management representative on various committees in the city and the community at the regional level.
15. Prepares and monitors annual department operating budget; develops budget from projections and forecasting.
16. Provides technical support to the department head and assigned committees on a variety of issues. Reviews and analyzes new and pending legislation to determine its impact on city operations.
17. May supervise a small group of clerical employees, various city staff, contractual labor, volunteers and paid interns.

18. Coordinates, plans, reviews and manages the preparation of all City Council agenda items for the City Manager and Mayor.
19. Develops custom computer applications and provides maintenance and troubleshooting; implements and manages special computer based projects; and advises management on systems related strategies

### **SECONDARY FUNCTIONS**

20. Performs other related duties as required.

### **KNOWLEDGE, SKILLS AND ABILITIES**

#### **Knowledge of:**

The principles and practices of public administration and local government structure and services  
Research and analysis methods, statistics, cost analysis, computer modeling, report presentation  
Public sector budgeting and economic forecasting, management principals and techniques  
Current issues, legislation, regulations, specific to assigned work department  
Personal computer technology and the applications for local government

#### **Skill in:**

The use of computers and software packages  
Customer service and problem resolution practices

#### **Ability to:**

Demonstrate sensitivity and awareness to political/policy issues raised by elected officials and articulate them to the City Manager  
Work independently on major projects or sensitive problems and coordinate work of others  
Operate computerized data entry and retrieval systems  
Identify and respond to City Council and citizen issues and concerns  
Analyze user needs and translate those needs into the design of computer functions  
Prepare an annual department budget, make financial projections and analyze budget requests  
Interpret and apply city ordinances, rules, regulations, standards and other guidelines and references affecting area of responsibility  
Ability to supervise subordinate staff  
Conduct research, analyze findings and prepare clear and concise reports and recommendations  
Communicate effectively, both orally and in writing  
Establish and maintain effective working relationships with elected officials, governmental agencies, employees of all levels and the general public

### **WORKING CONDITIONS**

Office setting. Occasional site visits in the field.

### **MINIMUM REQUIREMENTS**

Master's Degree in Public or Business Administration, Political Science, Management, Economics or a related field and four years of related experience including one year of supervisory experience.

### **SPECIAL REQUIREMENTS**

A valid Arizona's driver's license