



City of Irving Job Description

Assistant to the City Manager

FLSA Status:	EXEMPT	Job Department:	City Manager's Office
Job Code:	01161	Reports To (Job Title):	Deputy City Manager or City Manager

PURPOSE

To provide a wide variety of highly complex, advanced level administrative, analytical, and management support to the City Manager, Deputy City Manager, and Assistant City Managers. To develop, coordinate, and manage various processes, programs, and projects with a citywide impact, while managing and administering the operations of the City Manager's Office (CMO).

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Perform highly complex projects at the request of the City Manager, Deputy City Manager, and Assistant City Managers, including research, analysis, recommendations, report-writing, and presentations.
- Coordinate, manage, and report on complex projects across multiple departments; Develop systems and resolve complex/sensitive problems that may involve a specific or multiple departments.
- Review, evaluate, develop, and create city policies, processes, procedures, and systems.
- Develop emails, memoranda, reports, presentations, and a variety of documents on behalf of executives to a variety of audiences, including City Council, Council Committees, department directors, employees, residents, and other stakeholders; Make presentations on a multitude of topics and projects.
- Provide complex staff assistance to the City Manager and Executive Team, which includes attending City Council Meetings, Committee Meetings, budget meetings, leadership meetings, and other high-level meetings with internal and external attendees; Coordinate follow-up.
- Manage City Manager's Office (CMO) daily operations, which includes supervising administrative staff and coordinating CMO administrative functions.
- Prepare CMO annual departmental budget and manage the budget throughout the fiscal year, reviewing/approving invoices and monitoring performance to budget.
- Represent the CMO at various meetings and events.
- Assist Intergovernmental/Legislative Officer with legislative affairs as needed.
- Act as liaison with committees, boards, departments, consultants, organizations, governments, and agencies for special projects and programs.
- Provide complex and sensitive information to residents, businesses, the City Council, and other key stakeholders, which includes receiving, responding to, coordinating, and resolving inquiries and addressing a variety of technical and administrative matters.

OTHER DUTIES AND RESPONSIBILITIES

- Manage contracts under the purview of the City Manager's Office (CMO).
- Maintain and update the communication initiatives via the CMO Webpage.

- Develop agenda items for City Council and Committee Meetings, including drafting resolutions, ordinances, executive summaries, and presentations.
- Review City Council agendas with city leadership to ensure items are appropriate, timely, accurate, and well communicated.
- Participate in the annual budget and strategic planning process, reviewing department budgets with the Executive Team, providing feedback and recommendations, developing communication strategies and presentations, and assisting in the coordination of budget meetings with City Council.
- Maintain membership and participate in local, state, and national professional associations.

SUPERVISORY RESPONSIBILITIES

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 2 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Creates and manages the City Manager's Office budget of between \$1 and \$2 million annually).

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to a Master's Degree with major course work in public administration, public policy, business administration, or a related field.

EXPERIENCE

- At least three (3) years of experience in local government management or public administration.
- Supervisory experience would be beneficial.

CERTIFICATES, LICENSES, REGISTRATIONS

- None

KNOWLEDGE OF

- Administration and Management: Principles and processes involved in public/private business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods.
- Customer Service Management: Principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques.
- Local Government Budget and Finance: Principles and practices of budget, accounting, public debt financing, and related regulations.

- Statistical Principles: Principles and processes dealing with the collection, analysis, interpretation, and presentation of quantitative data. Note: This includes data transformation.
- State and Local Legislative Process: Laws and regulations related to Council agendas, public meetings, the state legislative bodies, and the state lawmaking process
- Budget Management: Developing plans and budgets; comparing budgets against actual activity.
- Municipal Operations: Current social, political, organizational, and economic trends affecting municipal government.
- Municipal Purchasing: Laws and procedures for municipal real property purchasing.
- Contract Management: Methods for administering and managing contracts, understanding the terms and conditions of contracts, and payment thereof.
- Law and Government: Laws, legal codes, court procedures, precedents, government regulations, and the democratic political process.
- Government Policy: Policies, operations, and processes at the state, local and national levels.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City.
- Industry Software: Sufficient familiarity with technology to use a variety of major software systems to access and evaluate data/information.
- Supervision: Personnel motivation, interviewing, hiring, oversight, evaluation and discipline.

SKILLS AND ABILITIES IN

- Research: Conducting research including design and measurement, sampling and survey, and data handling by the use of computers.
- Information Gathering: Knowing how to find information, as well as reading, interpreting, and identifying essential information.
- Information Organization: Finding ways to structure or classify multiple pieces of information.
- Complex Problem Solving: Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Project Management: Formulating project plans that efficiently meet defined project goals.
- Project System Ability: Managing multiple complex projects while working with a variety of software packages, tasks, and projects at the same time.
- Time Management: Managing time wisely by identifying, setting, and meeting deadlines.
- Interactive Presentation: Effectively presenting information and responding to questions from groups of managers, clients, customers, and the general public.
- Oral and Written Communication: Effectively and concisely communicating complex concepts verbally and in writing on a variety of topics to a variety of audiences. This includes creating various presentations, memos, emails, reports, etc. and responding to questions.
- Professional Sensitivity: Practicing exceptional customer service so as to manage highly public and/or political situations, and exercising extreme discretion in confidential matters.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Judgment and Decision Making: Weighing the relative costs / benefits of a potential action.
- Critical Thinking: Using logic and analysis to identify the strengths and weaknesses of different approaches.
- Self-Management: Working independently and with minimal supervision.
- Contract Management: Developing bids/requests, evaluating submittals, negotiating contracts, and coordinating progress of contractor deliverables and payments to contractor.
- Customer Relations: Resolving resident inquiries appropriately and diplomatically.
- Mechanical/Technical: Safely operating diverse equipment, which includes computers, as well as various office equipment.

- Negotiation: Bringing others together and trying to reconcile differences.
- Accuracy: Paying strong attention to detail in dealing with numbers, words, and ideas.

GUIDANCE RECEIVED

Priorities and Policies

Organizational priorities and policies, along with professional standards and best practices, guide decisions and direction or advice given to others. Typically makes recommendations to superiors after considering various alternatives. Proactively addresses needed changes to policies, methods and procedures and obtains approval.

CONTACTS

This position interacts extensively across the organization on a daily basis regarding a variety of topics, which may be sensitive or confidential. Internal contacts include elected and appointed officials, executives/city management, and department directors. Externally, the position receives and responds to resident and business inquiries, and engages with others, including developers, businesses, Chamber of Commerce representatives, Las Colinas Association representatives, contractors, other governmental officials, etc. As assigned, it represents the City Manager's Office at external meetings.

EQUIPMENT AND PROPERTY

This position regularly utilizes a laptop computer, City-issued mobile phone, and a personal vehicle.

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.*

The employee is constantly required to grasp, listen, see, sit, and talk. Frequently, s/he is required to reach and stand. Occasionally, s/he is required to carry, drive a vehicle, lift up to 10 pounds, and walk. Rarely, s/he is required to balance, kneel, push or pull, and stoop.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The noise level in the work environment usually is low.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.