



CITY OF LAGUNA WOODS JOB CLASSIFICATION

JOB TITLE: ASSISTANT TO THE CITY MANAGER

STATUS: EXEMPT AND AT-WILL

DEFINITION:

Under general supervision, the Assistant to the City Manager provides managerial and highly complex administrative, analytical, professional, and technical support to the City Manager and Executive Management Team; leads interdepartmental teams and facilitates interdepartmental dialogue; plans, organizes, directs, coordinates, manages, and oversees assigned programs, projects, and services; conducts research, evaluation, and analysis; and, represents the City in a variety of intergovernmental and public settings.

ESSENTIAL DUTIES:

The duties assigned include, but are not limited to, all or a variety of, the following:

- Plan, organize, direct, coordinate, manage, and oversee assigned programs, projects, and services at a highly advanced journey- or senior-level. Employees are expected to apply highly developed program knowledge and skill to their exercise of independent discretion and judgment. Employees may only receive minimal instruction or assistance as new and unusual situations arise. Work is typically reviewed upon completion and, primarily, for overall outcomes.
- Provide managerial and highly complex administrative, analytical, professional, and technical support to the City Manager and Executive Management Team on matters that may involve any aspect of the City's operations. Support may be temporary, ongoing, or project-based, variable in nature, and include oversight of work product generated by other City staff.
- Lead interdepartmental teams and facilitate interdepartmental dialogue to ensure that City operations and activities are implemented in accordance with established goals, objectives, budgets, work plans, regulations, and policies.
- Receive and respond to public and private inquiries and complaints, including by

providing information and referrals.

- Track, verify, and report on the status, history, and outcomes of inquiries and complaints, including referrals to other departments and outside agencies.
- Prepare responses to public records requests, discovery requests, subpoenas, and similar requests for information.
- Coordinate with code enforcement and legal counsel on enforcement matters and legal proceedings related to assigned programs, projects, and services.
- Coordinate with risk management and insurance services providers to minimize risk exposure and loss related to assigned programs, projects, and services.
- Monitor, analyze, and report on legislative and regulatory proposals for impacts on the City's operations and assigned programs, projects, and services, including preparation of positional correspondence and engagement with legislative and regulatory offices.
- Develop, administer, implement, and monitor budgets for assigned programs, projects, and services, including preparing and monitoring budget estimates and projections; analyzing trends; collaborating with other City staff and external parties; reviewing invoices; and, processing warrant requests.
- Ensure that assigned programs, projects, and services are implemented lawfully and in accordance with applicable goals, objectives, budgets, work plans, rules, regulations, and policies.
- Prepare statutorily required reporting, notices, and other documentation related to assigned programs, projects, and services.
- Research, compile, and analyze information and assorted data.
- Develop alternative, benchmark, feasibility, and operational studies for potential new and modified programs, projects, and services that consider factors including goals, objectives, legal and policy considerations, fiscal impacts, demographics, prior history, community support, and intergovernmental relations.
- Prepare ordinances, resolutions, proclamations, commendations, public notices, and other documents for or related to City Council proceedings.
- Prepare, compile, and disseminate qualitative and quantitative documentation and data, including correspondence, news releases, newsletters, brochures, flyers, billing records, reimbursement records, budgets, budget tracking sheets, statistics, reports, manuals, inventories, logs, minutes, and photographs.
- Create, scan, file, and maintain physical and electronic records.

- Negotiate, develop, and administer contractual agreements with public and private parties, including developing and implementing solicitation processes, as well as evaluating performance and enforcing terms and conditions.
- Coordinate grant processes, including preparing, reviewing, and monitoring grant applications, as well as administering and implementing grant activities.
- Prepare and present oral and written reports, briefs, plans, budgets, and studies to the City Manager, City staff, City Council, and City committees.
- Serve as a staff liaison to one or more City committees, including developing agendas, facilitating meetings, making presentations, and preparing minutes.
- Represent the City and department to internal and external parties (e.g., members of the public, elected officials, other City departments, and outside organizations), including negotiating and resolving sensitive and controversial issues, as well as explaining and defending City and department operations and activities.
- Attend, participate in, and organize meetings and events, including developing, assembling, and distributing agendas; facilitating meetings; making presentations; preparing minutes; and, setting up for and cleaning up after meetings and events, including by configuring and operating teleconferencing software and equipment; and moving, arranging, assembling, and configuring tables, chairs, computers, projectors, screens, microphones, and other equipment, as well as food, beverages, signs, displays, waste, and other items and materials.
- Coordinate community outreach, education, and volunteer programs, including planning events and selecting, training, assisting, and supervising volunteers.
- Assist with maintenance and updates to the City's television channel and website.
- Select, train, supervise, and regularly evaluate assigned employees, including participating in discipline and termination proceedings when necessary.
- Maintain knowledge of current laws, legislative and regulatory proposals, rules, regulations, policies, best practices, trends, innovations, and technology related to assigned programs, projects, and services.
- Provide support and relief coverage for City and department employees.
- Perform other related duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Modern office procedures, methods, and equipment, including computers.

- Responsive customer service practices, including active listening.
- Standards, laws, rules, and regulations, as well as operational and activity characteristics, applicable to the assigned programs, projects, and services.
- Principles of local government accounting procedures and methods applicable to the operational delivery of programs, projects, and services, including the role, design, and implementation of internal control systems.
- Principles of local government budgeting and financial recordkeeping, including relevant standards, laws, rules and regulations.
- Principles of grant applications and administration.
- Principles of human resources management (both employees and volunteers).
- Principles of the California Public Records Act and Ralph M. Brown Act.
- Principles and techniques of record keeping and filing.
- Methods of program evaluation and assessment.

Ability to:

- Perform the essential duties described in this job classification in a professional, timely, and accurate manner with the referenced level and degree of supervision.
- Exercise the judgment, initiative, decisiveness, and creativity required to perform the essential duties described in this job classification during critical, emergency, and time-sensitive situations involving risk or loss to the City.
- Alphabetize, compare, count, differentiate, measure, assemble, sort, copy, record, classify, compute, tabulate, categorize, and transcribe data and information.
- Supervise, evaluate, and train persons with diverse backgrounds.
- Communicate effectively and concisely including the ability to inform, educate, and persuade persons with diverse backgrounds.
- Establish and maintain effective and collaborative professional relationships with internal and external parties.
- Demonstrate an awareness and appreciation of local cultural diversity.
- Communicate in writing effectively and concisely, including with use of proper spelling, grammar, punctuation, and command of the English language.

- Maintain confidentiality and discretion when necessary or directed.
- Maintain professional composure at all times, including when dealing with upset, hostile, and difficult interpersonal interactions.
- Maintain effective organization of multiple activities and assignments in a busy office environment with frequent interruptions.
- Understand, analyze, interpret, and apply data and information using established criteria, in order to determine consequences and identify and select alternatives.
- Understand, analyze, interpret, and apply standards, laws, rules, regulations, and policies to assigned duties.
- Understand, analyze, interpret, and apply ordinances, resolutions, policies, laws, procedures, standards, and practices to complex and variable situations.
- Understand, analyze, interpret, and apply design and descriptive information, including plans, maps, property records, statistics, charts, graphs, and tables.
- Understand, calculate, and interpret percentages, fractions, ratios, statistics, and spatial relationships, including areas, square footages, and dimensions.
- Analyze and resolve issues that require complex planning for multi-disciplinary operations and activities, as well as concrete and abstract variables.

Education and Experience:

Any combination of education and experience that provides the knowledge, skills, and abilities necessary for this position is qualifying. A typical way of obtaining the required qualifications is to possess a bachelor's degree from an accredited college or university with major course work in public administration, public policy, business administration, or subjects applicable to the assignment, and five years of increasingly responsible full-time work experience involving relevant operations and activities. Possession of a master's degree; prior experience administering programs, projects, or services for a municipal or other government agency, preferably in a City Manager's Office; and, prior experience in a supervisory position are highly desirable.

Licenses/Certifications:

Must possess and maintain a valid Class C California Driver's License and must qualify for and maintain insurability under the City's Vehicle Policy. These positions involve the periodic performance of duties and travel that require operation of a personal vehicle.

PHYSICAL DEMANDS AND ENVIRONMENTAL SETTING:

While performing the duties of this class, employees are frequently required to sit, stand, walk, talk, and hear; use hands to handle, manipulate, feel, move and operate equipment,

tools, and controls; and, use hands and arms to reach. Specific vision abilities required include close, distance, peripheral, and color vision, depth perception, and the ability to adjust focus. Specific hearing abilities required include hearing in the normal audio range with or without correction. While many activities are performed sitting at a desk in a sedentary manner, employees are frequently required to exert physical effort, involving a combination of standing, walking, climbing, balancing, stooping, kneeling, and crouching, as well as carrying, lifting, pushing, and pulling objects up to 30 pounds.

While the duties of either class are primarily performed in an office setting with low to moderate noise and regular interruption, employees are also frequently required to travel and work in other settings (e.g., meetings, events, and inspections), including in outside weather with exposure to rain, humidity, heat, cold, and sunlight. Employees frequently experience high levels of noise, as well as exposure to odors, fumes, dust, smoke, hazardous substances, and other irritants that can cause discomfort and injury. Employees may also come into contact with hazardous traffic conditions.

Work schedules and hours vary for this class based on the City's needs and include some early mornings, evenings, weekends, and holidays.

Tools and Equipment:

Must possess the knowledge and ability to effectively use computers, copiers, scanners, calculators, facsimile machines, microfiche readers, telephones, digital cameras, and other measuring devices to collect data and information. Ability to use computers includes the knowledge and ability to input, query, and maintain information in software such as Microsoft Windows, Outlook, Excel, PowerPoint, Edge, and SharePoint, and Google Earth, as well as the City's accounting, cashiering, code enforcement, geographic information system ("GIS"), permitting, records, and teleconferencing software, as may change from time-to-time.

OTHER NOTICES:

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 this position if the work is a similar, related, or logical assignment.

The selection process for this position will include fingerprinting; a State Department of Justice criminal background check; reference checks; confirmation of education claims, licenses, and certifications; and, a physical medical examination.

This position is exempt under the Fair Labor Standards Act.

Pursuant to California Government Code Section 36506, neither this job classification nor any other communication, rule, or regulation shall be construed to provide employees with any tenure or property interest in employment with the City. All City employees serve "at will" and are subject to termination without cause at any time – no exceptions.

All City employees are designated Disaster Service Workers by both State law and City

ordinance. Duties when serving as a Disaster Service Worker may be in locations, during hours, and performing work significantly different from the employee's normal duties.

The City is an Equal Employment Opportunity employer and does not discriminate on the basis of any legally protected category (race, religion, creed, color, national origin, ancestry, physical or mental disability, medical condition, pregnancy, childbirth or related medical conditions, veteran status, sexual orientation, gender identity or expression, genetic information, marital status, military or veteran status, sex, age over 40 years, or any other basis protected by applicable federal, state, or local law, including association with individuals with one or more of these protected characteristics or perception that an individual has one or more of these protected characteristics).

The City provides employment rights and non-discrimination on the basis of disability as established in the Americans with Disabilities Act. Reasonable accommodation may be made to enable a person with a disability to perform this position's essential functions.

Additional laws, rules, and regulations apply to this position.