



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 support ranging from clerical to highly complex, managerial-level administrative, analytical, professional, and technical support to the City Manager; 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.

SUPERVISION RECEIVED:

Employees are expected to apply well-developed program knowledge and skill to their exercise of independent discretion and judgment. Employees may only receive periodic instruction or assistance as new and unusual situations arise. Work is typically reviewed upon completion and, primarily, for overall outcomes.

ESSENTIAL DUTIES:

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

- Provide support ranging from clerical to highly complex, managerial-level administrative, analytical, professional, and technical support to the City Manager 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.
- Plan, organize, direct, coordinate, manage, and oversee assigned programs, projects, and services at a highly advanced journey- or senior-levels.
- 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 payment requests.
- Prepare statutorily required reporting, notices, and other documentation 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.
 - 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.
 - 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.
 - 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.
 - Assist with updates and maintenance of the City's television channel, website, and marketing and communication platforms.
 - Prepare, compile, and disseminate qualitative and quantitative documentation and data, including agendas, billing records, brochures, budgets, budget tracking sheets, correspondence, flyers, inventories, logs, manuals, minutes, photographs, reimbursement records, reports, statistics, and website content.
 - 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.
 - Research, compile, and analyze information and assorted data.

- 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.
- Assist with special events hosted, or participated in, by the City, including by interacting with members of the public (e.g., at a City table or booth) and moving, arranging, and configuring tables, chairs, and other equipment, as well as food, drinks, decorations, displays, waste, and other items, materials, and supplies.
- Coordinate community outreach, education, and volunteer programs, including planning events and selecting, training, assisting, and supervising volunteers.
- Select, train, supervise, and regularly evaluate assigned employees, including participating in discipline and termination proceedings when necessary.
- Perform clerical, administrative, analytical, professional, and technical duties to support or relieve subordinate employees or meet other demands.
- Ensure compliance with local, state, and federal laws; and, regulations that apply to assigned duties, as well as with applicable City policies, contractual agreements, grant agreements, deadlines, and other obligations.
- Maintain knowledge of current laws, potential legislation, best practices, trends, innovations, and technology related to Department operations and activities.
- 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 budgeting and financial recordkeeping.
- 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.
- Communicate in writing effectively and concisely, including with use of proper spelling, grammar, punctuation, and command of the English language.
- Establish and maintain effective and collaborative professional relationships with internal and external parties.
- Demonstrate an awareness and appreciation of local cultural diversity.
- 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 insurance policies, as may change from time to time. This position involves the regular 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 most activities are performed sitting in a sedentary manner at a desk, and sitting or standing at a counter, employees are frequently required to exert physical effort, involving a combination of standing, walking, climbing, balancing, stooping, kneeling, crouching, as well as carrying, lifting, pushing, and pulling objects up to 30 pounds (e.g., setting up for and cleaning up after meetings and events).

While most of the duties of this class are 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 and events), which may involve outside weather with exposure to rain, humidity, heat, cold, and sunlight. Employees may experience high levels of noise and vibration, 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, facsimile machines, cash registers, credit card terminals, calculators, microfiche readers, telephones, digital cameras, rulers, keys, electronic access control devices, and other measuring devices to collect data and information. "Ability to effectively use computers" includes, but is not limited to, 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 cashiering, code enforcement, geographic information system ("GIS"), multifactor authentication, permitting, inspection, scheduling, records, and teleconferencing software, as may change from time to time. "Computers" includes, without limitation, tablet devices.

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 of California 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 of Laguna Woods is an Equal Employment Opportunity employer and does not discriminate on the basis of any legally protected category [race (including, but not limited to, traits historically associated with race such as hair texture and protective hairstyles), color, religion (including, but not limited to, religious dress and grooming practices), sex/gender (including, but not limited to, pregnancy, childbirth, breastfeeding, and related medical conditions), gender identity, gender expression, sexual orientation, marital status, medical condition (including, but not limited to, genetic characteristics and cancer or a record or history of cancer), military or veteran status, national origin (including, but not limited to, language use and possession of a driver's license issued to persons unable to provide their presence in the United States is authorized under federal law), ancestry, disability (including, but not limited to, mental and physical disabilities such as cancer, genetic characteristics, and human immunodeficiency virus ("HIV")/acquired immunodeficiency syndrome ("AIDS")), genetic information, 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.