

AN ORDINANCE 2015-05-07-0374

**APPROVING AND ADOPTING CITY COUNCIL AIDE GUIDELINES  
AND A CITY COUNCIL FIELD OFFICE POLICY.**

\* \* \* \* \*

**WHEREAS**, Mayor Ivy Taylor previously requested that the City Council Governance Committee review the practice used by City Council members to hire City Council Administrative Assistants or Aides, and in order to promote transparency and ensure accountability, develop guidelines that would establish an application and hiring process, create common job descriptions, and provide for the evaluation of these contract City Council employees; and

**WHEREAS**, as part of this review, staff with the Office of City Council also proposed the adoption of a City Council Field Office Policy that would require City Council District Field and Constituent Offices to be located in City owned or other public facilities in order to provide the public with a consistent and easily identifiable location to meet with City Council members and their staff as well as provide an opportunity to repurpose a public facility or co-locate in a facility where other City services are being provided in order to direct City funds towards maintaining or improving a City facility rather than paying rent at a leased property; and

**WHEREAS**, the City Council Governance Committee reviewed and approved the proposed Council Aide Guidelines and the City Council Field Office Policy on April 15, 2015 and recommends their adoption by City Council; **NOW THEREFORE:**

**BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF SAN ANTONIO:**

**SECTION 1.** The City Council Aide Guidelines set out in **Attachment I**, are hereby approved and adopted.

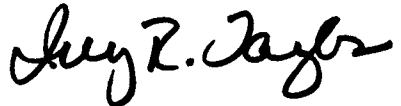
**SECTION 2.** There is hereby adopted a policy that City Council District Field and Constituent Offices be located in City-owned or other public facilities as current leases for these offices expire or as opportunities arise. In the event that a suitable City-owned or other public facility cannot be identified and a leased space becomes necessary, staff will bring the lease and an exception to this policy to City Council for approval.

**SECTION 3.** The City Council Aide Guidelines and the City Council District Field Office Policy shall be effective June 1, 2015 to coincide with the beginning of the 2015 - 2017 City Council term.

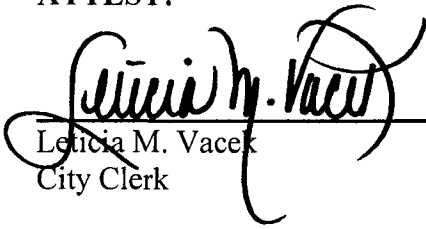
**SECTION 4.** This Ordinance is effective immediately upon the receipt of eight affirmative votes; otherwise, it is effective ten days after passage.

VMZ  
05/7/15  
Item No. 18

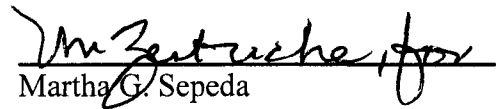
PASSED AND APPROVED this 7<sup>th</sup> day of May, 2015.

  
M A Y O R  
Ivy R. Taylor

ATTEST:

  
Leticia M. Vacek  
City Clerk

APPROVED AS TO FORM:

  
Martha G. Sepeda  
Acting City Attorney

| <b>Agenda Item:</b> | <b>18 ( in consent vote: 5, 6, 7, 8, 9, 10, 12, 13, 15, 17, 18, 19, 22, 24, 25B )</b>  |                    |            |            |                |               |               |
|---------------------|--|--------------------|------------|------------|----------------|---------------|---------------|
| <b>Date:</b>        | 05/07/2015   |                    |            |            |                |               |               |
| <b>Time:</b>        | 09:27:20 AM  |                    |            |            |                |               |               |
| <b>Vote Type:</b>   | Motion to Approve  |                    |            |            |                |               |               |
| <b>Description:</b> | An Ordinance approving and adopting City Council Aide Guidelines and City Council Field Office policy. [Edward Benavides, Chief of Staff; Christopher Callanen, Office of Mayor and Council Support] |                    |            |            |                |               |               |
| <b>Result:</b>      | Passed   |                    |            |            |                |               |               |
| <b>Voter</b>        | <b>Group</b>   | <b>Not Present</b> | <b>Yea</b> | <b>Nay</b> | <b>Abstain</b> | <b>Motion</b> | <b>Second</b> |
| Ivy R. Taylor       | Mayor  |                    | x          |            |                |               |               |
| Roberto C. Trevino  | District 1   |                    | x          |            |                |               | x             |
| Alan Warrick        | District 2   |                    | x          |            |                | x             |               |
| Rebecca Viagran     | District 3   |                    | x          |            |                |               |               |
| Rey Saldaña         | District 4   |                    | x          |            |                |               |               |
| Shirley Gonzales    | District 5   |                    | x          |            |                |               |               |
| Ray Lopez           | District 6   |                    | x          |            |                |               |               |
| Cris Medina         | District 7   |                    | x          |            |                |               |               |
| Ron Nirenberg       | District 8   |                    | x          |            |                |               |               |
| Joe Krier           | District 9   |                    | x          |            |                |               |               |
| Michael Gallagher   | District 10  |                    | x          |            |                |               |               |

## ATTACHMENT I

### CITY COUNCIL AIDE GUIDELINES

The Mayor and each Councilmember may use District Budget Administrative Assistant Funds in each fiscal year budget approved by City Council to contract for the services of staff in a number and for the maximum salary set out in each budget ordinance. These contract staff are not City Employees, but are employees of the Mayor or the individual Councilmember.

The contract positions that the Mayor and each Councilmember may advertise and hire for shall consist of Chief of Staff, Planning/Zoning Management, Communications, Constituent Services, and Special Projects. Suggested job descriptions with educational requirements and preferred qualifications are attached to these Guidelines.

The Office of the City Council shall assist the Mayor and Councilmembers with the identification of an appropriate method to evaluate their contract staff.

The Office of the City Council shall assist the elected officials by managing the execution of contracts as well as the administration of payroll for these contract employees through a third party payroll service. The application and resume of individuals hired by the Mayor and City Council shall be kept in the personnel files retained by the Office of the City Council.



**OFFICE OF THE CITY COUNCIL/MAYOR  
CHIEF OF STAFF**

|                     |  |
|---------------------|--|
| <b>Job title</b>    | <i>Chief of Staff</i>  |
| <b>Salary Range</b> | <i>Set by Elected Official</i>                                     |
| <b>Reports to</b>   | <i>The title of the position that the job incumbent reports to</i> |

*“This is a position being hired by City Council Member / Mayor \_\_\_\_\_. Assistants are not City Employees, but are employees of the Mayor or the individual Councilmember. These Assistants answer only to the Mayor or Councilmember by whom they are employed, and represent only the respective Mayor or Councilmember’s point of view in serving constituents.”*

**Job purpose**

- Under general direction, performs a wide variety of professional duties involved in the coordination of the activities of the Elected Official with City Departments and external organizations; provides information and assistance to constituents; and plans, organizes and coordinates complex research, analytical and administrative functions for the Elected Official. Will coordinate the daily operations of the District office. Will exercise supervision over District Aides.

**Duties and responsibilities**

- Serves as liaison between Council Member and internal and external individuals and organizations as necessary and assists in meeting constituency needs within the parameters of the City’s policies and procedures.
- Drafts responses to citizen concerns and/or questions relating to governmental operations; forwards inquiries to appropriate City Department when necessary; and follows-up to ensure resolution.
- Explains policies to citizens of the community and representatives of various interest groups and makes appropriate referrals for complex policy interpretation to the relevant Departments as necessary.
- Monitors various issues of concern and maintains Council Member informed regarding citizen complaints and resolution status.
- Assists Council Member in conducting research, preparing for meetings, appearances and events, and conducting follow-up for resolution of issues.
- Assists in facilitating meetings and events for City Council Member.
- Prepares reports, memoranda and other documents as necessary.
- Attends meetings with City Council, City staff and other individuals and organizations as required.
- Assists Council Member with analysis of proposed budget, to include performing additional research on specific City programs and services as requested.
- Assists in the selection of individuals to serve in various Council-appointed Boards and Commissions.
- May conduct surveys, analyze results and prepare summarized reports.
- May assist with candidate interviews and selections for positions within the Council Office.

- May train, supervise and evaluate City Council Assistants, Council Aides and other assigned staff.
- Performs related duties and fulfills responsibilities as required.

### **Preferred Qualifications**

Preferred Qualifications include:

- Bachelor's Degree from an accredited college or university with major coursework in Political Science, Public Administration, Business Administration or related field.
- Masters Degree Preferred.
- Two (2) years of increasingly responsible administrative, customer service, problem solving.
- Or combination of education and experience.

### **Knowledge, Skills & Abilities**

- Knowledge of advanced research methods and organization and presentation techniques.
- Knowledge of principles and practices of supervision and training.
- Ability to learn City services, programs, codes and ordinances.
- Ability to learn and apply policies and procedures utilized in handling complaints.
- Skill in utilizing a personal computer.
- Ability to exercise quick judgment, diplomacy, and follow through.
- Ability to communicate clearly and effectively, both verbally and in writing.
- Ability to respond to inquiries, complaints, and requests for services in a fair and tactful manner.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.
- Ability to develop clear and concise reports.
- Ability to perform all the physical requirements of the job.

### **Work Location/Hours**

#### **Work Location:**

City Hall – 4<sup>th</sup> Floor  
100 Military Plaza  
San Antonio, TX 78205

#### **Work Hours:**

7:45 a.m. – 4:30 p.m.

\*Some possible evenings and weekends

### **Application Instructions:**

Interested individuals should email a letter of interest and resume to:

#### **Christopher Callanen**

Assistant to City Council

Email: [Christopher.Callanen@sanantonio.gov](mailto:Christopher.Callanen@sanantonio.gov)



## OFFICE OF THE CITY COUNCIL/MAYOR COMMUNICATIONS

|                     |  |
|---------------------|--|
| <b>Job title</b>    | <i>Communications</i>  |
| <b>Salary Range</b> | <i>Set by Elected Official</i>                                     |
| <b>Reports to</b>   | <i>The title of the position that the job incumbent reports to</i> |

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### **Job purpose**

- Under general direction performs a wide variety of professional duties involved in the Social Media platform of the District office to include newsletter development, Facebook management, Twitter feed updates, media relations and research to include interaction with other City Council offices, City Departments and external organizations. Provide information and assistance to the public and direct administrative assistance to the Elected Official. City Council Aide must be politically astute and use discretion for all issues and requests.

### **Duties and responsibilities**

- Ensures accurate and timely information flow between the District City Council Office and the residents and readership of District through Newsletter, Facebook and Twitter
- Serve as the District liaison and single point of contact for all media outlets
- Coordinate with City staff and neighborhood groups on the dissemination of information concerning specific neighborhood projects
- Work in conjunction with the Chief of Staff to draft responses to media inquiries and/or questions relating to the District Council office and other policy related issues
- Prepare and assemble reports and other materials for distribution
- Perform initial constituent services intake at the District field office when needed
- Attend monthly neighborhood associations as assigned, report on activity through social media platform and respond to constituent inquiries when needed
- Other duties and/or special projects as assigned

### **Preferred Qualifications**

Preferred Qualifications include:

- Bachelor's Degree from an accredited college or university with major coursework in Communications, Journalism, Political Science, Public Administration, or related field.
- Two (2) years of increasingly responsible administrative, customer service, problem solving.
- Or combination of education and experience.

## **Knowledge, Skills & Abilities**

- General knowledge of the principles and practices of social media
- Ability to learn city services, programs, codes and ordinances.
- Ability to learn and apply policies and procedures utilized in handling complaints.
- Skill in utilizing a personal computer.
- Ability to exercise quick judgment, diplomacy, and follow through.
- Ability to communicate clearly and effectively, both verbally and in writing.
- Ability to respond to inquiries, complaints and requests for services in a fair and tactful manner.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.
- Ability to develop clear and concise reports.
- Ability to perform all the physical requirements of the job.

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## OFFICE OF THE CITY COUNCIL/MAYOR CONSTITUENT SERVICES

|                     |  |
|---------------------|--|
| <b>Job title</b>    | <i>Constituent Services/Community Services</i>                     |
| <b>Salary Range</b> | <i>Set by Elected Official</i>                                     |
| <b>Reports to</b>   | <i>The title of the position that the job incumbent reports to</i> |

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### **Job purpose**

- Under general direction from the Elected Official, performs a variety of professional duties involved in the coordination of activities for the District with city departments and external organizations. Provide information and assistance to the public. Will work closely with individuals, advocacy groups and other associations to provide information or referrals for City services.

### **Duties and responsibilities**

- Work directly with the Citizens of San Antonio on a daily basis
- Serves in assisting meeting constituency needs within the parameters of City's policies and procedures.
- Drafts responses to citizen concerns and/or questions relating to governmental operations; forwards inquiries to appropriate City Department when necessary; and follows-up to ensure resolution.
- Explains policies to community members and representatives of various interest groups and makes appropriate referrals for complex policy interpretation to the relevant Departments as necessary.
- Monitors various issues of concern and keeps Chief of Staff informed regarding citizen complaints and resolution status.
- Assists elected official in conducting research, preparing for meetings, appearances and events, and conducting follow-up for resolution of issues.
- Assists in facilitating meetings and events for the District.
- May attend meetings with City Council, City staff, neighborhood associations, other community groups or individuals and organizations as required. To include some evening and weekend work.
- Performs related duties and fulfills responsibilities as required.

### **Preferred Qualifications**

Preferred Qualifications include:

- Bachelor's Degree from an accredited college or university with major coursework in Political Science, Public Administration, Business Administration or related field.

- Two (2) years of increasingly responsible administrative, customer service, problem solving.
- Or combination of education and experience.

**Knowledge, Skills & Abilities**

- Ability to learn city services, programs, codes and ordinances.
- Ability to learn and apply policies and procedures utilized in handling complaints.
- Skill in utilizing a personal computer.
- Ability to exercise quick judgment, diplomacy, and follow through.
- Ability to communicate clearly and effectively, both verbally and in writing.
- Ability to respond to inquiries, complaints and requests for services in a fair and tactful manner.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.
- Ability to develop clear and concise reports.
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**OFFICE OF THE CITY COUNCIL/MAYOR  
SPECIAL PROJECTS**

|                     |  |
|---------------------|--|
| <b>Job title</b>    | <i>Special Projects</i>  |
| <b>Salary Range</b> | <i>Set by Elected Official</i>                                     |
| <b>Reports to</b>   | <i>The title of the position that the job incumbent reports to</i> |

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**Job purpose**

- Under general direction from the Elected Official, performs a variety of professional duties involved in the coordination of activities for the District with city departments and external organizations. Provide information and assistance to the public. Will work closely with individuals, advocacy groups and other associations to provide information or referrals for City services.

**Duties and responsibilities**

- Work directly with the Citizens of San Antonio on a daily basis
- Serves in assisting meeting constituency needs within the parameters of City’s policies and procedures.
- Serves as a professional staff to support project related activities for the Council District.
- Serves as the project manager for special projects or new development initiatives which are highly visible with active community or education involvement.
- Develops and implements new programs and resolutions to issues.
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and works cooperatively and jointly to provide quality customer services.
- Responsible for managing the City Council Project Funds program for the Council District; to include reviewing request for funding, briefing the councilmember and coordinating with the Chief of Staff.
- Assists in facilitating meetings and events for the District.
- May attend meetings with City Council, City staff, neighborhood associations, other community groups or individuals and organizations as required. To include some evening and weekend work.
- Performs related duties and fulfills responsibilities as required.



## OFFICE OF THE CITY COUNCIL/MAYOR SPECIAL PROJECTS

### **Preferred Qualifications**

Preferred Qualifications include:

- Bachelor's Degree from an accredited college or university with major coursework in Political Science, Public Administration, Business Administration or related field.
- Two (2) years of increasingly responsible administrative, customer service, problem solving.
- Or combination of education and experience.

### **Knowledge, Skills & Abilities**

- Ability to learn city services, programs, codes and ordinances.
- Ability to learn and apply policies and procedures utilized in handling complaints.
- Skill in utilizing a personal computer.
- Ability to exercise quick judgment, diplomacy, and follow through.
- Ability to communicate clearly and effectively, both verbally and in writing.
- Ability to respond to inquiries, complaints and requests for services in a fair and tactful manner.
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**OFFICE OF THE CITY COUNCIL/MAYOR  
ZONING/PLANNING**

|                     |  |
|---------------------|--|
| <b>Job title</b>    | <i>Zoning/Planning Aide</i>  |
| <b>Salary Range</b> | <i>Set by Elected Official</i>                                     |
| <b>Reports to</b>   | <i>The title of the position that the job incumbent reports to</i> |

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**Job purpose**

- Under general direction, performs a wide variety of professional duties involved in the coordination of the activities of the assigned Council Member with City Departments and external organizations in reference to Planning and Zoning; provides information and assistance to Council Member concerning policy issues; and plans, organizes and coordinates complex research, analytical and administrative functions for the City Council Member.

**Duties and responsibilities**

- Provides direct management and oversight of Zoning and Planning issues in the District
- Assists Council Member in establishing and implementing policy issues for the District
- Serves as liaison between Council Member and internal and external individuals and organizations as necessary and assists in meeting constituency needs within the parameters of the City’s policies and procedures.
- Drafts responses to citizen concerns and/or questions relating to governmental operations; forwards inquiries to appropriate City Department when necessary; and follows-up to ensure resolution.
- Explains policies to citizens of the community and representatives of various interest groups and makes appropriate referrals for complex policy interpretation to the relevant Departments as necessary.
- Assists Council Member in conducting research, preparing for meetings, appearances and events, and conducting follow-up for resolution of issues.
- Prepares reports, memoranda and other documents as necessary.
- Attends meetings of Planning and Zoning Commissions, City Council, and other individuals and organizations as required.
- Assists Council Member with analysis of proposed budget, to include performing additional research on specific City programs and services as requested.
- May conduct surveys, analyze results and prepare summarized reports.
- Performs related duties and fulfills responsibilities as required.

## **Preferred Qualifications**

Preferred Qualifications include:

- Bachelor's Degree from an accredited college or university with major coursework in Political Science, Public Administration, Business Administration or related field.
- Two (2) years of increasingly responsible administrative, customer service, problem solving.
- Or combination of education and experience.

## **Knowledge, Skills & Abilities**

- Ability to learn city services, programs, codes and ordinances.
- Ability to learn and apply policies and procedures utilized in handling complaints.
- Skill in utilizing a personal computer.
- Ability to exercise quick judgment, diplomacy, and follow through.
- Ability to communicate clearly and effectively, both verbally and in writing.
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