



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

Job title	<i>Chief of Staff</i>
Salary Range	<i>Set by Elected Official</i>
Reports to	<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 – 4th 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