

CONSTITUENT SERVICES REPRESENTATIVE I

EXEMPT STATUS: _____

SALARY RANGE: _____

JOB SUMMARY:

Under general supervision, performs constituent service activities for the Council district office. Provides general information and assistance to the public, City departments and other agencies. Works with individuals, advocacy groups and other associations to provide general information or referrals for City services. Exercises no supervision.

ESSENTIAL JOB FUNCTIONS:

1. Proactively works in the community to help identify concerns or issues.
2. Acts the initial point of contact between the elected official and community residents concerned with issues arising within the district and/or City.
3. Drafts responses to resident concerns and/or questions relating to governmental operations; forwards inquiries to appropriate City Department when necessary; and works to ensure resolution to include closing the case.
4. Educates community members and representatives of various interest groups on general policy and makes appropriate referrals for policy interpretation as necessary.
5. Assists in facilitating meetings and events for the council district.
6. May attend meetings with City Council, City staff, neighborhood associations, other community groups or individuals and organizations as required. These meetings and events may include some evening and weekend work.
7. May conduct site visits for resident concerns or participate in community outreach activities.
8. May aid in research as assigned.
9. Performs related duties and fulfills responsibilities as required.

EDUCATION AND EXPERIENCE:

1. High school diploma or GED equivalent (recognized by the Texas Education Agency or a regional accrediting agency).
2. Bilingual in English and Spanish is preferred.

Councilmembers retain the discretion to evaluate and consider all submitted applications.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Knowledge of City structure, services, and processes.
2. Knowledge of the respective Council district, its' resident composition, and current trends and developments.
3. Skill in operating a personal computer, related applications, and the use of electronic resources.
4. Ability to utilize tact and discretion when interacting with other Council Offices, constituents, community groups, and the public.
5. Ability to provide excellent customer service and problem solving skills.
6. Ability to ability to work calmly in the presence of constituents who may express frustration or hostility.
7. Ability to maintain effective working relationships.
8. Ability to communicate clearly and concisely.
9. Ability to maintain professional demeanor and appearance.
10. Ability to perform all the physical, intellectual, and analytical requirements of the position including decision making with or without reasonable accommodation.
11. Working conditions are primarily inside an office environment but will include traveling to conduct site visits, attend events and attend meetings at various locations.

This is a position being hired by City Council Member/Mayor. Positions are not City employees, but are employees of the Mayor or the individual Councilmember. These positions 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. The Mayor or Councilmember has the exclusive right to alter this class specification at any time without notice.

CREATED: February 2020

Mayor/Councilmember

Date

Employee Acknowledgement

Date

CONSTITUENT SERVICES REPRESENTATIVE II

EXEMPT STATUS: _____

SALARY RANGE: _____

JOB SUMMARY:

Under direction, performs a variety of duties involved in the coordination of activities for the Council district office with city departments and external organizations. Provides information and assistance to the public. Works closely with individuals, advocacy groups and other associations to provide information or referrals for City services. May exercise functional supervision over Constituent Services Representative I's.

ESSENTIAL JOB FUNCTIONS:

1. Proactively works in the community to identify concerns or issues.
2. Acts as liaison between elected official and community residents concerned with issues arising within the district and/or City.
3. Drafts responses to resident concerns and/or questions relating to governmental operations; forwards inquiries to appropriate City Department when necessary; and works to ensure resolution to include closing the case.
4. Educates community members and representatives of various interest groups on policy and makes appropriate referrals for complex policy interpretation to the relevant departments as necessary.
5. Assists in facilitating meetings and events for the council district.
6. May attend meetings with City Council, City staff, homeowners associations, neighborhood associations, other community groups or individuals and organizations as required. These meetings and events may include some evening and weekend work.
7. May conduct site visits for resident concerns or participate in community outreach activities.
8. May aid in research as assigned.
9. Performs related duties and fulfills responsibilities as required.

EDUCATION AND EXPERIENCE:

1. Bachelor's Degree from an accredited college or university.
2. Bilingual in English and Spanish is preferred.

OR Equivalent combination of education and experience.

All applicants are permitted to substitute two years of related full-time experience for one year of higher education or one year of related higher education for two years of experience. One year of full-time experience is defined as 30 or more hours worked per week for 12 months. One year of higher education is defined as 30 credit hours completed at an accredited college or university.

Councilmembers retain the discretion to evaluate and consider all submitted applications.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Knowledge of City structure, services, and processes.
2. Knowledge of the respective Council district, its' resident composition, and current trends and developments.
3. Skill in operating a personal computer, related applications, and the use of electronic resources.
4. Ability to utilize tact and discretion when interacting with other Council Offices, constituents, community groups, and the public.
5. Ability to provide excellent customer service and problem solving skills.
6. Ability to ability to work calmly in the presence of constituents who may express frustration or hostility.
7. Ability to maintain effective working relationships.

- 8. Ability to communicate clearly and concisely.
- 9. Ability to maintain professional demeanor and appearance.
- 10. Ability to perform all the physical, intellectual, and analytical requirements of the position including decision making with or without reasonable accommodation.
- 11. Working conditions are primarily inside an office environment but will include traveling to conduct site visits, attend events and attend meetings at various locations.

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CREATED: February 2020

Mayor/Councilmember Date

Employee Acknowledgement Date

CONSTITUENT SERVICES DIRECTOR

EXEMPT STATUS: _____

SALARY RANGE: _____

JOB SUMMARY:

Under general direction, manages the Constituent service office to include but not limited to overseeing all concerns that are received to include providing information and assistance to the public. Works closely with individuals, advocacy groups and other associations to provide information or referrals for City services. Exercises direct supervision over assigned staff.

ESSENTIAL JOB FUNCTIONS:

1. Oversees the workload for staff including delegating tasks and ensuring cases are distributed equally.
2. Create work policies and procedures for the constituent services staff.
3. May supervise, develop, train, select, and evaluate personnel in the Constituent service office. May help establish guidelines and policy for management of the Constituent service office. May assist the Chief of Staff in evaluation of personnel in accordance with established policies, procedures and guidelines.
4. Acts as liaison between elected official and community residents concerned with issues arising within the district.
5. Drafts responses to resident concerns and/or questions relating to governmental operations; forwards inquiries to the appropriate City Department when necessary and ensures follow-up.
6. Explains policies to community members and representatives of various interest groups and makes appropriate referrals for complex policy interpretation to the relevant entities as necessary.
7. Facilitates meetings and events for the Council district office.
8. Attends meetings with City Council, City staff, neighborhood associations, other community groups or individuals and organizations as required. These meetings and events may include some evening and weekend work.
9. Conducts site visits for resident concerns or participates in community outreach activities.
10. Monitors case trends and data analytics to identify and propose recommendations for process improvement.
11. May conduct research on assigned topics.
12. Performs related duties and fulfills responsibilities as required.

EDUCATION AND EXPERIENCE:

1. Bachelor's Degree from an accredited college or university.
2. Three (3) years of relevant customer service experience.
3. Bilingual in English and Spanish is preferred.

OR Equivalent combination of education and experience.

All applicants are permitted to substitute two years of related full-time experience for one year of higher education or one year of related higher education for two years of experience. One year of full-time experience is defined as 30 or more hours worked per week for 12 months. One year of higher education is defined as 30 credit hours completed at an accredited college or university.

Councilmembers retain the discretion to evaluate and consider all submitted applications.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Knowledge and understanding of City of San Antonio constituent management systems.
2. Knowledge of City structure, services, and processes.

3. Knowledge of the respective Council district, its' resident composition, and current trends and developments.
4. Skill in operating a personal computer, related applications, and the use of electronic resources.
5. Skill in supervising, training, selecting, monitoring, counseling, and evaluating assigned staff.
6. Ability to provide excellent customer service and problem solving skills.
7. Ability to utilize tact and discretion when interacting with other Council Offices, constituents, community groups, and the public
8. Ability to maintain effective working relationships.
9. Ability to work calmly in the presence of constituents who may express frustration or hostility.
10. Ability to maintain professional demeanor and appearance.
11. Ability to communicate clearly and concisely.
12. Ability to perform all the physical, intellectual, and analytical requirements of the position including decision making with or without reasonable accommodation.
13. Working conditions are primarily inside an office environment but will include traveling to conduct site visits, attend events and attend meetings at various locations.

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CREATED: February 2020

Mayor/Councilmember Date

Employee Acknowledgement Date

COMMUNICATIONS DIRECTOR

EXEMPT STATUS: _____

SALARY RANGE: _____

JOB SUMMARY:

Under general direction, performs journalistic and public communications work for the development of informational materials, news releases, and other actions necessary to prepare materials for release. Exercises no supervision.

ESSENTIAL JOB FUNCTIONS:

1. Promotes, supports, and integrates community input into City governance.
2. Oversees the Council district office's social media platforms to include newsletters, social media updates, and resident feedback research.
3. Ensures accurate and timely information flow between the Council district office and residents through newsletters, social media activity and all other appropriate communication platforms.
4. Responsible for media relations of the Council district office to include drafting responses to media inquiries and questions relating to the Council district office and other policy related issues.
5. Drafts and arranges for the distribution of news releases, pamphlets, and special articles.
6. May conduct neighborhood need assessments to include meeting with neighborhood residents, leaders, and community groups to identify needs and available resources.
7. Prepares draft speaking points, speeches, and presentations for Councilmember's appearances.
8. Performs related duties and fulfills responsibilities as required.

EDUCATION AND EXPERIENCE:

1. Bachelor's Degree from an accredited college or university.
2. Three (3) years of relevant experience in Public Relations.

OR Equivalent combination of education and experience.

All applicants are permitted to substitute two years of related full-time experience for one year of higher education or one year of related higher education for two years of experience. One year of full-time experience is defined as 30 or more hours worked per week for 12 months. One year of higher education is defined as 30 credit hours completed at an accredited college or university.

Councilmembers retain the discretion to evaluate and consider all submitted applications.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Knowledge of communications and marketing principles, methods, and techniques to create a communications plan.
2. Skill in operating a personal computer, related applications, and the use of electronic resources.
3. Skill in utilizing desktop publishing programs.
4. Ability to coordinate with other organizations.
5. Ability to research, gather, write, and graphically present information and prepare it for publication.
6. Ability to plan and execute project timelines, consider and account for possible complications.
7. Ability to provide excellent customer service and problem solving skills.
8. Ability to communicate clearly and concisely.
9. Ability to maintain professional demeanor and appearance.
10. Ability to establish and maintain effective working relationships with those contacted in the course of work.

- 11. Ability to perform all the physical, intellectual, and analytical requirements of the position including decision making with or without reasonable accommodation.
- 12. Working conditions are primarily inside an office environment but will include traveling to conduct site visits, attend events and attend meetings at various locations.

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CREATED: February 2020

Mayor/Councilmember Date

Employee Acknowledgement Date

EVENT SERVICES DIRECTOR

EXEMPT STATUS: _____

SALARY RANGE: _____

JOB SUMMARY:

Under general direction, plans, coordinates, implements, and facilitates events for the Council district office. May exercise functional supervision for event completion.

ESSENTIAL JOB FUNCTIONS:

1. Plans, coordinates, manages, implements, and facilitates community Council district office events. Responsible for event logistics to ensure events remain within budget.
2. Coordinates with the Communications Director on promotional materials to promote events and distribute to the community.
3. Manages, recruits and trains the volunteer program for the Council district office.
4. May obtain sponsorship for events by reaching out to local vendors and organizations.
5. May assist with constituent services requests as needed.
6. Performs related duties and fulfills responsibilities as required.

EDUCATION AND EXPERIENCE:

1. Bachelor's Degree from an accredited college or university.
2. Two (2) years of relevant event coordinating/planning experience.

OR Equivalent combination of education and experience.

All applicants are permitted to substitute two years of related full-time experience for one year of higher education or one year of related higher education for two years of experience. One year of full-time experience is defined as 30 or more hours worked per week for 12 months. One year of higher education is defined as 30 credit hours completed at an accredited college or university.

Councilmembers retain the discretion to evaluate and consider all submitted applications.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Knowledge of contractor's guidelines and building policies.
2. Skill in operating a personal computer, related applications, and the use of electronic resources.
3. Ability to coordinate service and venue suppliers for events.
4. Ability to meet work schedules and work independently.
5. Ability to plan, coordinate, and implement various types of events and activities.
6. Ability to assess the needs of the event and develop a plan suited to meet those needs.
7. Ability to interpret and apply policies, procedures, rules, and regulations.
8. Ability to provide excellent customer service and problem solving skills.
9. Ability to work collaboratively and productively with team members.
10. Ability to communicate clearly and concisely.
11. Ability to establish and maintain effective working relationships with those contacted in the course of work.
12. Ability to perform all the physical, intellectual, and analytical requirements of the position including decision making with or without reasonable accommodation.
13. Working conditions are primarily inside an office environment but will include traveling to conduct site visits, attend events and attend meetings at various locations.

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CREATED: February 2020

Mayor/Councilmember

Date

Employee Acknowledgement

Date

POLICY DIRECTOR

EXEMPT STATUS: _____

SALARY RANGE: _____

JOB SUMMARY:

Under general direction, serves as the Councilmember's primary point of contact for policy research, writing and policy development. Conducts surveys and polls to determine primary public opinion and contrary viewpoints. May exercise direct supervision over assigned staff.

ESSENTIAL JOB FUNCTIONS:

1. Research policy issues by reviewing of facts and statistics, determining all points of view on the topic, looking at best practices, and other agencies' policies which may have been successful or failed.
2. Develops draft policy from overall concept. Develops a pathway to approval by working with departments and other interest groups to solve gaps and determine implementation strategy.
3. Writes Council Consideration Requests' (CCRs) and tracks policy items through attending committee and commission meetings. Meets with City staff to get updates and gather information on CCRs progress.
4. Compiles and analyzes stakeholder input and integrates the findings into policy recommendations.
5. May assist with constituent services requests as needed.
6. Performs related duties and fulfills responsibilities as required.

EDUCATION AND EXPERIENCE:

1. Bachelor's Degree from an accredited college or university. A master's degree is preferred.
2. Three (3) years of relevant experience in management, analysis, or policy development.

OR Equivalent combination of education and experience.

All applicants are permitted to substitute two years of related full-time experience for one year of higher education or one year of related higher education for two years of experience. One year of full-time experience is defined as 30 or more hours worked per week for 12 months. One year of higher education is defined as 30 credit hours completed at an accredited college or university.

Councilmembers retain the discretion to evaluate and consider all submitted applications.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Knowledge of organization strategic planning principles.
2. Knowledge of research techniques, methods, and procedures.
3. Knowledge of presentation requirements and methods.
4. Knowledge of public administration practices and local government issues.
5. Skill in operating a personal computer, related applications, and the use of electronic resources as used in libraries.
6. Ability to analyze complex organizational structures and functional relationships.
7. Ability to exercise independent judgment and discretion.
8. Ability to communicate clearly and concisely.
9. Ability to analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
10. Ability to interpret and apply Federal, State and local policies, procedures, laws, and regulations.
11. Ability to establish and maintain effective working relationships with those contacted in the course of work.

- 12. Ability to perform all the physical, intellectual, and analytical requirements of the position including decision making with or without reasonable accommodation.
- 13. Working conditions are primarily inside an office environment but will include traveling to conduct site visits, attend events and attend meetings at various locations.

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CREATED: February 2020

Mayor/Councilmember Date

Employee Acknowledgement Date

SPECIAL ASSISTANT TO COUNCIL

EXEMPT STATUS: _____

SALARY RANGE: _____

JOB SUMMARY:

Under general direction, provides responsive and confidential work assisting the Councilmember. Work involves coordinating public appearances, media requests, and escalated issues. Works closely with individuals, advocacy groups and other associations to address concerns, provide information, and develop responses. May exercise supervision over assigned staff.

ESSENTIAL JOB FUNCTIONS:

1. Works on complex programs or projects as directed by the Councilmember or Chief of Staff.
2. Acts as liaison between Councilmember and community regarding concerns about policy topics with substantial impact to the residents.
3. Drafts responses to concerns and/or questions relating to governmental operations, coordinates responses with appropriate City department when necessary, and follows up to ensure resolution.
4. May provide policy explanations to community leaders and representatives of various interest groups.
5. As requested by Councilmember, attends numerous meetings and prepares progress reports concerning activities. These meetings and events may include some evening and weekend work.
6. Conducts research on relevant topics impacting the City and Council district.
7. May supervise, develop, train, select, evaluate, counsel, and if necessary, disciplines personnel. May help establish guidelines and policy for management of the Council district office. May assist Councilmember in evaluation of personnel in accordance with established policies, procedures and guidelines.
8. Performs related duties and fulfills responsibilities as required.

EDUCATION AND EXPERIENCE:

1. Bachelor's Degree from an accredited college or university.
2. Three (3) years of related professional experience.

OR Equivalent combination of education and experience.

All applicants are permitted to substitute two years of related full-time experience for one year of higher education or one year of related higher education for two years of experience. One year of full-time experience is defined as 30 or more hours worked per week for 12 months. One year of higher education is defined as 30 credit hours completed at an accredited college or university.

Councilmembers retain the discretion to evaluate and consider all submitted applications.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Knowledge of City structure, services, and processes.
2. Knowledge of the respective Council district, its' resident composition, and current trends and developments.
3. Skill in operating a personal computer, related applications, and the use of electronic resources.
4. Skill in supervising, training, selecting, monitoring, counseling, and evaluating assigned staff.
5. Ability to provide excellent customer service and problem solving skills.
6. Ability to maintain effective working relationships.
7. Ability to utilize tact and discretion when interacting with other Council Offices, constituents, community groups, and the public
8. Ability to communicate clearly and concisely.

- 9. Ability to maintain professional demeanor and appearance.
- 10. Ability to ability to plan and execute project timelines, consider and account for possible complications.
- 11. Ability to perform all the physical, intellectual, and analytical requirements of the position including decision making with or without reasonable accommodation.
- 12. Working conditions are primarily inside an office environment but will include traveling to conduct site visits, attend events and attend meetings at various locations.

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CREATED: February 2020

Mayor/Councilmember

Date

Employee Acknowledgement

Date

ZONING/PLANNING DIRECTOR

EXEMPT STATUS: _____

SALARY RANGE: _____

JOB SUMMARY:

Under general direction, provides consultation and assistance related to residential and commercial development projects. Exercises no supervision.

ESSENTIAL JOB FUNCTIONS:

1. Oversees future land use and developments in the Council district office by meeting with developers, communicates any requests or discrepancies with City staff and briefs the Chief of Staff and the Councilmember on any required action or decision on their behalf.
2. Manages land use and zoning by analyzing applications; meeting with all stakeholders; and meeting with City staff to review maps, traffic studies, and noise implications.
3. Works to mitigate issues and facilitate overall resolution.
4. Provides consultation regarding residential and commercial development processes for prospective developers, investors, and community interest groups.
5. Oversee all Zoning and Planning requests for the Council district office, including meeting with all applicants, connecting applicants with the nearby homeowners associations (HOAs), neighborhood associations, and organizing and coordinating community meetings between the applicant and the HOAs.
6. Attend Zoning, Planning, and Historic Design & Review Commissions as Council district office representative and provide summary reports.
7. Explains policies and makes appropriate referrals for complex policy interpretation to the relevant City departments.
8. May conduct surveys, site visits, analyze results, and prepare summarized reports.
9. Performs related duties and fulfills responsibilities as required.

EDUCATION AND EXPERIENCE:

1. Bachelor's Degree from an accredited college or university.
2. Three (3) years of relevant construction development related experience.
3. Bilingual in English and Spanish preferred.

OR Equivalent combination of education and experience.

All applicants are permitted to substitute two years of related full-time experience for one year of higher education or one year of related higher education for two years of experience. One year of full-time experience is defined as 30 or more hours worked per week for 12 months. One year of higher education is defined as 30 credit hours completed at an accredited college or university.

Councilmembers retain the discretion to evaluate and consider all submitted applications.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Knowledge of City structure, services, and processes.
2. Knowledge of the respective Council district, its' resident composition, and current trends and developments.
3. Skill in operating a personal computer, related applications, and the use of electronic resources.
4. Ability to research City Code, Local Government Code, and UDC construction codes.
5. Ability to provide excellent customer service and problem solving skills.
6. Ability to ability to plan and execute project timelines, consider and account for possible complications.

7. Ability to maintain effective working relationships.
8. Ability to communicate clearly and concisely.
9. Ability to maintain professional demeanor and appearance.
10. Ability to perform all the physical, intellectual, and analytical requirements of the position including decision making with or without reasonable accommodation.
11. Working conditions are primarily inside an office environment but will include traveling to conduct site visits, attend events and attend meetings at various locations.

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CREATED: February 2020

Mayor/Councilmember

Date

Employee Acknowledgement

Date

CHIEF OF STAFF

EXEMPT STATUS: _____

SALARY RANGE: _____

JOB SUMMARY:

Under general administrative direction, directs the operations of the Council district office and staff. Works to preserve the Councilmember's standing in the community. Exercises direct supervision over assigned staff.

ESSENTIAL JOB FUNCTIONS:

1. Collaborates with City staff to solve complex policy and operational issues.
2. Works with relevant stakeholders on policy items and neighborhood issues.
3. Identify, create, implement and evaluate multidisciplinary Council district office and City strategies.
4. Addresses constituent services requests and complaints, especially escalated issues.
5. Ensures Council district office coverage at all Council sessions, committee and task force meetings, neighborhood associations, homeowner's associations and community events. These meetings and events may include some evening and weekend work.
6. Supervises, develops, trains, selects, and evaluates personnel. Helps establish guidelines and policy for management of the Council district office. Assists Councilmember in evaluation of personnel in accordance with established policies, procedures and guidelines.
7. Coordinates the work flow and training of Council district office secretarial staff.
8. Research, review, analyze, and gather information and material to prepare Councilmember for meetings. This may include drafting notes and speaking points, provide facts and contrary opinion, give community feedback, and share alternative opinions and ways to address concerns.
9. Prepares for Council sessions by pulling agenda, reviewing for items of concern, researching topics, creating summaries, and reviewing with the Councilmember.
10. Responsible for managing the City Council Project Fund (CCPF) and the annual budgeting process of the Council district office, including drafting district requests, reviewing budget packets, and attending department presentations. Assists in the preparation of City Budget amendments.
11. Responsible for managing the appointment process for Council district office boards and commissions.
12. Assists in the planning and completion of all Council district office events.
13. Performs related duties and fulfills responsibilities as required.

EDUCATION AND EXPERIENCE:

1. Bachelor's Degree from an accredited college or university. A master's degree is preferred.
2. Five (5) years of relevant management experience to include 1 year of project oversight experience, preferably in municipal government.

OR Equivalent combination of education and experience.

All applicants are permitted to substitute two years of related full-time experience for one year of higher education or one year of related higher education for two years of experience. One year of full-time experience is defined as 30 or more hours worked per week for 12 months. One year of higher education is defined as 30 credit hours completed at an accredited college or university.

Councilmembers retain the discretion to evaluate and consider all submitted applications.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Knowledge of organization strategic planning principles.
2. Knowledge of research techniques, methods, and procedures.
3. Knowledge of presentation requirements and methods.

4. Knowledge of public administration practices and local government issues.
5. Skill in operating a personal computer, related applications, and the use of electronic resources.
6. Skill in supervising, training, selecting, monitoring, counseling, and evaluating assigned staff.
7. Ability to manage competing deadlines and conflicting priorities for the Council district office.
8. Ability to analyze complex organizational structures and functional relationships.
9. Ability to exercise independent judgment and discretion.
10. Ability to communicate clearly and concisely.
11. Ability to analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
12. Ability to interpret and apply Federal, State and local policies, procedures, laws, and regulations.
13. Ability to establish and maintain effective working relationships with those contacted in the course of work.
14. Ability to perform all the physical, intellectual, and analytical requirements of the position including decision making with or without reasonable accommodation.
15. Working conditions are primarily inside an office environment but will include traveling to conduct site visits, attend events and attend meetings at various locations.

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CREATED: February 2020

Mayor/Councilmember Date

Employee Acknowledgement Date