



ASSISTANT TO THE TOWN MANAGER

M/141

DEFINITION

The Assistant to the Town Manager coordinates and participates in various program and administrative operations and activities including those having a Town-wide impact; manages and oversees assigned services areas; coordinates assigned activities with Town departments, outside agencies, and the general public; and provides information and assistance to internal and external customers regarding assigned programs and services. This position is responsible for the planning, administration, and operation of a variety of programs and projects throughout multiple departments; performs responsible and innovative administrative management in support of the Town's goals and objectives; and is a participating member of the Town's management team. The position provides administrative support to the Town Manager and Town Council.

SUPERVISION RECEIVED AND EXERCISED

This position serves under the direction of the Town Manager. This position may supervise administrative or professional employees and those under contract to the Town.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Duties may include, but are not limited to:

- Assist in development, standardization, coordination, and implementation of Town-wide goals, objectives, policies and procedures to improve the efficiency and effectiveness of Town operations.
- Conduct special studies as assigned by the Town Manager and submit related reports.
- Perform complex, difficult, and sensitive professional work and provide assistance to the Town Manager regarding Town-wide issues, programs, or operations.
- Plan, manage, and oversee various contracts such as Information Technology.
- Coordinate activities related to the Town's Emergency Operations Center (EOC), including helping to coordinate drills and exercises, and making sure that all necessary materials and assignments are up to date.
- Implement and facilitate the Town's Employee Engagement program, including creating employee newsletters and planning employee events.
- Serve as the Secretary to Boards and Commissions, as assigned.

- Provide assistance and serve as back-up to the Town Clerk and the Personnel Department, as needed.
- Act as Office Manager, to ensure that the operations within the Town's Administrative Offices run smoothly.
- Support and assist the Town Manager and Town Council with administrative items.
- May be designated to serve as a Hearing Officer in matters of appeal, as provided for in the Town's Municipal Code.
- Lead teams of staff and consultants in completing complex, interdivisional, high-priority special projects.
- Manage high visibility departmental projects and activities and assist department heads in administration of departmental programs.
- Review and evaluate operational performance; develop and implement changes in policies and procedures.
- May assist in the preparation of Town budgets, master facilities plans, capital improvement programs, cost studies and fee schedules, and performance standards.
- Represent the Town in meetings of the Town Council, commissions, neighborhood groups, service organizations, and other public and private agencies.
- Publicize, promote, and provide information to the media and public on Town programs.
- Develop and assist with development of advertisements, press releases, and other collateral on behalf of the Town.
- Establish and maintain effective relationships with the community at large, the Town Council, and other public officials.
- Respond to emergency and problem situations in an effective manner.
- Draft ordinances, contracts, and resolutions.
- Research and/or author and track grant proposals.
- Assist in the administration and implementation of the risk management program.
- Other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Techniques and practices of public speaking and making presentations before groups.
- Principles of record keeping and reporting.

- Techniques for effectively representing the Town in contacts with governmental agencies; community groups; various business, professional, and regulatory organizations; property owners; contractors; and the public.
- Techniques for providing a high level of customer service to public and Town staff, in person, and over the telephone.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned department.
- Strategic planning principles.
- Administrative principles, practices and trends of municipal government and supervision of staff, either directly or through subordinate levels of supervision.
- Understands and is committed to policy governance at the Council level and applies this philosophy to interactions throughout the organization.

Ability to:

- Identify and respond to Town Manager issues, concerns, and needs.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in supports of goals.
- Interpret and apply Federal, State, and local policies, procedures, laws, and regulations including the Brown Act and Public Records Act.
- Exercise judgment and sensitivity in confidential matters.
- Digest complex issues and explain to others in a concise and straightforward manner.
- Determine when to seek assistance, refer, inform, or escalate a problem; be innovative and willing to take initiative.
- Analyze and interpret research, evaluate alternatives, and reach logical, fact-based conclusions and recommendations.
- Present proposals and recommendations clearly, logically, and persuasively in public meetings.
- Prepare clear, concise, and comprehensive correspondence, reports, and other written materials.
- Exercise good judgment in dealing with highly sensitive political, public policy, community, and employee issues and situations.
- Evaluate and recommend improvements in operations, procedures, policies, or methods.
- Maintain accurate records and files of work performed.

- Use tact, initiative, prudence, and independent judgment within general policy, procedural and legal guidelines.
- Work independently and be a self-starter with the ability to see projects through to completion with little direct supervision.

Experience and Training:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Experience:

Equivalent to graduation from a four-year college or university with major coursework in business, public administration, or a related field. In addition, four years of professional-level programmatic, special projects management, and related administrative support experience. Supervisory experience is preferred.

Licenses:

Must have (or receive within state required time frame) a valid State of California Class C Driver's License with an acceptable driving record and pass an appropriate background check prior to the hire date.

TOOLS AND EQUIPMENT USED

Personal computer, including word processing software, telephone, calculator, copy machine, and various other software programs.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Vision adequate to operate vehicles and office equipment, read instructions and follow directions; hearing adequate to converse on the telephone and in person; body mobility adequate to drive and perform required office duties including reaching and bending for files and related office items; use of hands and fingers adequate for operating vehicles, writing, typing, computer, copier, and fax machine and related functions; ability to lift office files, binders and small office equipment, as needed. While performing the duties of this job the employee is frequently required to stand, walk, sit, drive, use hands and fingers, handle or feel, reach with hands and arms, grasp, hold and manipulate office equipment and talk and hear. The employee is occasionally required to carry up to 25 pounds. The employee may be required to stoop, crawl, crouch, balance or climb short

distances. Specific vision ability required by this job includes close vision, color vision, peripheral vision, depth perception and ability to adjust focus with or without ocular aides.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in writing, orally or in diagram form and analyze and resolve problems involving a variety of situations, using standard industry and departmental processes and/or procedures. Ability to define problems, collect data, establish facts, and articulate valid conclusions, and interpret an extensive variety of regulatory or technical instructions.

WORK ENVIRONMENT

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment is typical of an office setting with associated noise from office equipment, building HVAC, customers, and other employees. Position is required to attend various meetings conducted during evening and weekend hours. Some assignments may include working outdoors in a variety of weather conditions.

GENERAL

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 the position if the work is similar, related or a logical assignment to the position. The Town reserves the right to revise or change classification duties and responsibilities as the need arises. The description does not constitute a written or implied contract of employment.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.