

## CITY OF GLENDALE

<b>TITLE:</b>	<b>Management Aide</b>	<b>CLASS CODE:</b>	<b>153</b>
<b>REPORTS TO:</b>	<b>Various Department/ Division Heads</b>	<b>GRADE:</b>	<b>20</b>
<b>DEPARTMENT:</b>	<b>Various</b>	<b>FLSA:</b>	<b>N</b>
<b>JOB SPECIFICATION DATE: October 26, 2011 lwk</b>			

### **JOB SUMMARY**

Performs administrative staff work including research and analysis, writing reports, coordinating programs, and completing special projects in support of a specific department or division head.

### **ESSENTIAL FUNCTIONS**

1. Conducts special projects for the department or division head.
2. Conducts research, analyzes findings, prepares reports and recommendations for management.
3. Determines needs, estimates costs and prepares reports on proposed programs and projects.
4. Assists in developing new department policies and procedures; coordinates their implementation.
5. Assists in the preparation of the department budget; monitors the budget.
6. Monitors department compliance with City, State, and Federal regulations; reviews and interprets impact of pending legislation.
7. Monitors labor and contract compliance; monitors project progress.
8. Conducts employee orientation and training programs.
9. Receives, investigates, and resolves citizen complaints.
10. Provides information to the public on department programs and projects.
11. Maintains records and prepares, financial, activity and progress reports.
12. Provides staff support or liaison activities to internal or external committees and organizations.
13. Prepares correspondence to other City departments or external organizations.
14. Enters department information and statistics into appropriate database.
15. Monitors contracts and agreements to assure compliance.
16. Assists in automating department functions and determining most effective software applications.
17. Conducts safety inspections within area of assignment.
18. Represents supervisor or department at various meetings.
19. Performs other related duties as assigned.

### **KNOWLEDGE, SKILLS, ABILITIES**

#### **Knowledge of:**

- City organizational structure, policies and procedures
- Principles and practices of public administration
- Applicable federal, state, and local regulations, laws, and guidelines relative to area of assignment
- Basic accounting and budgeting principles
- Program and project management
- Terminology specific to area of assignment
- Research and analysis techniques and procedures

**Ability to:**

Effectively use computerized data management systems  
Develop and coordinate programs and projects; estimate costs; track process; report outcomes  
Conducts research, analyze findings, prepare reports and recommendations  
Establish and maintain effective working relationships with local and federal government officials, contractors, clients, other employees and the general public  
Maintain complete and accurate records  
Conduct clear and accurate information and training sessions  
Communicate effectively, both orally and in writing  
Construct and monitor a department budget

**WORKING CONDITIONS**

Office setting.

**MINIMUM QUALIFICATIONS**

Associate's Degree in business or public administration or area of assignment and two years experience providing management support in area of assignment.

Any equivalent combination of training, experience and education that provides the required knowledge, skills, and abilities, is qualifying.

**SPECIAL REQUIREMENTS**

Valid Arizona Driver's license