

CITY OF GLENDALE

TITLE	Council Assistant	CLASS CODE:	181
REPORTS TO:	Council Services Administrator	GRADE:	27
DEPARTMENT:	City Council Office	FLSA:	E
JOB SPECIFICATION DATE: July 1, 2008 cm			

JOB SUMMARY

Provides administrative support for City Council members including research, analysis of data, problem and dispute resolution, preparation of newsletters, reports, and neighborhood communications, and program or project management.

ESSENTIAL FUNCTIONS

1. Investigates and answers sensitive phone calls, citizen inquiries, and complaints; provides information, resolves problems or refers calls to the appropriate person for action.
2. Analyzes, interprets and prepares oral and written reports on research findings.
3. Assists the City Council Members, provides general support and assistance on administrative matters.
4. Composes correspondence, newsletters and neighborhood communications on behalf of City Council members as required.
5. Tracks issues and cases in the Request for Service System and reports trends to City Council members and the City Manager's Office.
6. Performs investigative and analytical work in researching administrative systems, policies and practices.
7. Assists with planning, coordinating, and monitoring special programs or projects initiated by Council members
8. Attends Council district neighborhood meetings.
9. Directs and coordinates the work of office support staff as required per project.
10. Researches and provides background information and materials for meetings, reports, speeches or correspondence.
11. Serves as council representative at City, district, or community functions as necessary.
12. Maintains records and statistics; prepares updates and reports for Director of City Manager Relations..
13. Provides Follows up with departments on behalf of council members.
14. Delivers council agenda packets and other information to City Council members.

SECONDARY FUNCTIONS

15. Performs other related duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge of:

- City government operations, organizational structure, city officials and their functions
- The basic principles and practices of public administration
- Basic research and analysis techniques, methods, and procedures
- Ordinances, codes and policies governing city operations

Ability to:

- Communicate effectively, orally and in writing
- Identify and access resources for problem resolution
- Deal tactfully with people and resolve conflicts
- Establish and maintain effective working relationships with City officials, governmental agencies, City employees at all levels, and the general public
- Work independently and perform tasks involving numerous details
- Use discretion and judgement in dealing with confidential, sensitive and controversial issues
- Research and resolve citizen problems and complaints

WORKING CONDITIONS

Office setting.

MINIMUM QUALIFICATIONS

Requires a Bachelor's Degree in Public Administration, Political Science, Communications, Public Relations or a related field and two years of work experience performing executive level customer service and administrative support for elected officials, military officers, board of directors or other high ranking executives in the public or private sector.

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

SPECIAL REQUIREMENTS

Valid Arizona driver's license