

CITY OF GLENDALE

TITLE: Council Services Administrator **CLASS CODE:** 185

REPORTS TO: Director of City Manager Relations **GRADE:** 32

DEPARTMENT: City Council Office **FLSA:** E

JOB SPECIFICATION DATE: July 1, 2005

JOB SUMMARY:

Plans, organizes and manages the activities and staff within the City Council office. Develops strategies for the operation and improvement of work programs for the District Council Members.

ESSENTIAL FUNCTIONS:

1. Plans, organizes and manages the activities and staff within the City Council office; develops procedures and activities to carry out Council goals and objectives.
2. Develops strategies with Council members on activities and issues; keeps Council advised of organizational and community issues.
3. Serves as Council representative to citizens; investigates sensitive inquiries and complaints, determines responsible departments and establishes inter-disciplinary teams to solve problems and develop resolution.
4. Performs research on assigned problems or issues, analyzes findings and develops reports and recommendations for changes in policies and procedures; presents findings in oral or written form.
5. Researches and writes speeches, oversees preparation and distribution of all written materials for Council members including correspondence, newsletters and meeting notices.
6. Manages Boards and Commissions membership, including recruitment, application processes, interviews, training, newsletters and special events.
7. Coordinates all Boards and Commissions activities; acts as liaison to staff members who work with various Boards and Commissions.
8. Prepares and monitors Council district CIP and operating budgets and the Council office budget.
9. Attends various meetings to keep apprised of issues affecting Council.
10. Strategically plans and manages district and other citizen group meetings and projects and oversees follow-up activities.

SECONDARY FUNCTIONS:

11. Performs other related duties as assigned

KNOWLEDGE, SKILLS, ABILITIES:

Knowledge of:

- The principles and practices of public administration and local government structure and services.
- Laws, ordinances, and regulations governing municipal governments.
- Management theory, principles, and practices.
- Customer service principles and practices
- Research and analysis techniques, methods, and procedures.
- Budget principles and practices.

Skill in:

- Computerized information systems and their application to local government functions.
- Customer service and problem resolution practices.
- Making oral presentations at public meetings, forums and department meetings.

Ability to:

- Effectively negotiate mutually agreeable solutions between citizen groups and City Council members.
- Analyze issues, draw logical conclusions and develop strategies for resolution of issues with political consequences.
- Plan, organize and manage the work of others.
- Identify potential political problems and solutions.
- Consider all factions and determine how city programs and activities will impact the Council members.
- Communicate effectively orally and in writing.
- Establish and maintain effective working relationships with elected and appointed officials, executive team, community leaders, other government agencies, city staff and the general public.

WORKING CONDITIONS:

Office setting.

MINIMUM QUALIFICATIONS:

Bachelor's degree in Public Administration, Political Science, Management or a related field and five years of progressively responsible administrative experience in government. A Master's degree is preferred, including two years of supervisory experience.
Any equivalent combination of training and experience, which provides the required knowledge, skills, and abilities, is qualifying.

SPECIAL REQUIREMENTS:

A valid Arizona driver's license.