City of Benson
City Council Communication

Regular Meeting **April 11, 2016**

To: Mayor and Council Agenda Item # 4

From: William Stephens, City Manager

Subject:

Discussion and possible action regarding the job description for an Executive Assistant to the City Manager

Discussion:

At the October 12, 2015 meeting, Council discussed the needs of the City Manager's/Administrative Office, including an assistant for the City Manager and the Human Resource duties. Council discussed the duties of the assistant, which would include being able to work on their own, setting appointments, answering phone calls, keeping track of issues that come in, prioritizing those issues, assisting in formulating the City's response to media-related organizations and being proficient in research along with the daily administrative process required in assembling information for the City Manager, enabling him to more effectively manage the City.

Council discussed that both a Human Resource Coordinator and an assistant for the City Manager were in the budget and the possibility of combining the positions. Mayor King expressed his thought that it would be too much for one person to handle both roles with Councilmember Moncada agreeing that Human Resources is really a full-time position on its own and the positions should be kept separate, but the person hired should be able to assist with other duties in the Administration Office and that the position shouldn't be filled until January, 2016. Councilmember Lambert agreed that with upcoming development, the assistant would be a full-time position, but felt they could help with Human Resource duties in the interim. There was some concern expressed about hiring employees before they are needed due to budget problems and furloughs, but Council agreed that an assistant for the City Manager was needed; it was important to have phone calls answered by Staff instead of voicemail and that it would be a benefit to have someone field calls for the City Manager when he is unavailable.

Council then discussed a budgeted amount of $25,000 for the position, the current salary grade of 24 for the existing Administrative Assistant job description, the City's financial situation and whether the budgeted amount was enough for what the position would entail with Mr. Stephens stating he could do research and create a job description with the appropriate workload and salary grade for Council's consideration. Council wanted the job description to encompass as much as Mr. Stephens could anticipate would be needed with the projected growth.

Councilmember Konrad stated expressed concerns over the agenda being written for a management assistant in the City Manager's administrative office, leading him to believe the position is for an administrative assistant, which is vastly different from an executive assistant and wanted to make sure everyone knew what was being looked at because there was a huge difference in those two positions.

Council then directed Mr. Stephens to look into this and to work on the job description and salary range to bring to Council for consideration.

After discussions and research, Staff is proposing an updated job description for the Executive Assistant to the City Manager to reflect the duties as requested, with a non-exempt status and salary grade of 45, with the salary ranging from a minimum salary of $47,303.30, a mid-point salary of $59,129.13 and a high salary of $70,954.95.

Staff Recommendation:

Approval of the Executive Assistant to the City Manager job description

Job Description

TITLE:	**Executive Assistant to the City Manager**	**JOB CODE:**	105
DEPARTMENT:	Administration	**FLSA:**	Non-Exempt
PREPARED:	March 2016	**UPDATED:**	03/02/2016

Summary: Under general administrative and policy direction of the City Manager, provides administrative and executive level staff support to the City Manager, and upholds the City's stated mission and values.

Essential Job Functions: *The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Conducts self-directed complex research and analysis, and mobilizes cross-departmental teams to complete special projects, studies and surveys. Works with Department Directors and managers in order to achieve objectives and to prepare and present proposals for City Manager and elected officials approval. Acts as project manager on special tasks and committees as assigned by the City Manager.
- Develops recommendations on operation policy and procedures, programs, services and other administrative issues of significance. Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures for all departments. Assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement; directs and assists in the implementation of change.
- Assists in developing, defining, planning, implementing and evaluating goals and objectives that encourage and support interdepartmental cooperation to the benefit of the City; recommends and reviews City policies and procedures.
- Briefs the City Manager on matters of concern and presents program proposals for approval and submission to Council. Facilitates or prepares presentations, requests, issues and projects raised by or for Council Members on behalf of the City Manager.
- Tracks, evaluates, drafts and assists with implementing legislation. Follows the legislative process and reports back to the City Manager on items of particular importance. Develops, coordinates, manages and participates in intergovernmental programs to represent and advance the interests of the City. Confers with departments and local, county, state and federal agencies regarding plans and priorities for programs and partnership opportunities.
- Represents the City Manager at meetings with City management, employees, citizens, or other groups; prepare and make presentations regarding City programs and policies; answer questions and provide information as requested.
- Responds to public inquiries and complaints, and assists with resolutions and alternative recommendations; as necessary and assigned, responds to sensitive inquiries on behalf of the City Manager as appropriate. Responses to sensitive requests for information may involve confidential matters.
- Anticipates how to assist the City Manager in responding to the community, elected officials and the organization, acting as a facilitator and often translator of open communication and understanding.
- Assists with the preparation of the City Manager's budget.

- Receives periodic performance reviews with an underlying expectation of seamless customer service and recognition of the need for seasoned handling of all matters as a representative of the City Manager and the City.
- May coordinate articles and communiques with the Communications division on behalf of the City Manager for newsletters, public presentations and award opportunities.
- May lead, train, or supervise others.
- Performs all work duties and activities in accordance with department and/or City policies and procedures.
- Works in a safe manner and reports unsafe activity and conditions. Follows City-wide safety policy and practices and adheres to responsibilities concerning safety prevention, reporting and monitoring as outlined in the City's Health and Safety Manual.
- Performs other related duties as assigned.

Required Knowledge and Skills:

- Knowledge of the operations, functions and scope of authority of City departments, offices and officials.
- Knowledge of administrative procedures, methods and practices.
- Knowledge of customer service principles, practices and techniques.
- Knowledge of City policies and procedures and of City Charter and Ordinances.
- Knowledge of a variety of computer software applications including WordPerfect, Microsoft Works and Microsoft Office.
- Knowledge of the legislative process and economic development practices
- Skill in establishing and maintaining effective working relationships with elected officials, City staff and the general public.
- Skill in coordinating calendars, appointments, room assignments and similar activities.
- Skill in researching, compiling and preparing reports and related information.
- Skill in following complex oral and written instructions, policies and procedures.
- Skill in the English language and grammar and in composing correspondence for the City Manager and Mayor's signature.
- Skill in the use of a personal computer and standard business software.
- Skill in communicating effectively, both orally and in writing.
- Skill in dealing with the public in a courteous and professional manner.
- Skill in establishing and maintaining effective working relationships with co-workers, elected and appointed officials and the general public.

Education and Experience

- Bachelor's degree PREFERRED from an accredited four year college or university with major course work in Business or Public Administration
- Or 7 Years' Experience in a closely related field, with managerial experience
- Trade Certifications or Applicable Certifications
- State of Arizona driver's license.

Environmental Factors and Conditions/Physical Requirements:

- Work is performed in an office environment; may be subject to repetitive motion such as typing, data entry and vision to monitor; may be subject to extended periods of intense concentration in the review of documents and reports.
- May be subject to bending, reaching, kneeling and lifting such as retrieving files, records, and reports.
- Occasionally requires lifting and/or moving up to 30 pounds.

Equipment and Tools Utilized:

- Equipment utilized includes computerized and conventional office equipment.

Approvals:

Employee: _____ **Date:** _____

Supervisor: _____ **Date:** _____

Department Head: _____ **Date:** _____