

Assistant City Manager

Dept/Div: *City Manager Office/Administration*

FLSA Status: *Exempt*

General Definition of Work

Assists the City Manager in the overall administration of municipal activities, completing varied and complex assignments relating to the planning, direction, control and evaluation of City government operations and programs. This position serves a key role in formation of strategic decisions and cross-department collaboration. Supervision is exercised over administrative service division staff. Serves as acting City Manager in the manger's absence. Work is performed under the general direction of the City Manager.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential Functions

- Serves as the City Manager's "Chief of Staff" and oversees day-to-day administration and operations of the City.
- Serves as acting City Manager in the manager's absence.
- Assists the City Manager and department directors in developing and implementing work plans in alignment with the City Council's strategic vision and goals
- Plays a key role in the development and implementation of the City's strategic work plan; makes tactical decisions within overall strategic direction; meets with management staff to identify and resolve problems; reviews and evaluates department program goals and objectives within the context of City-wide organizational goals as contained in the City's strategic plan; implement plan.
- Manages special projects and initiatives at the request of the City Manager.
- Provides leadership in citywide projects and coordinates work programs among and across departments.
- Develops methods and practices to continuously monitor and evaluate the efficiency and effectiveness of City (Department) service delivery methods and procedures; assesses and monitors workload, administrative and support systems and internal reporting relationships; identify opportunities for improvement
- Prepares information, develops reports, and performs presentations in response to items of interest to the City Manager and City Council.
- Performs policy analysis, conducts research, and makes recommendations to the City Manager for input/decision as needed for the City Council.
- Directs the staff and activities of the administrative service divisions, which may include City Clerk, Finance, Human Resources, and Information Technology.
- Provides administrative guidance to department heads as directed by the City Manager.
- Directs and/or coordinates citywide administrative activities and responsibilities.
- Acts as the City Facilities Administrator by coordinating facility maintenance and repair requirements at approximately 30 City-owned facilities. Oversees facility repair and improvement requirements and coordinates with the Public Works Director on the programming, funding, and execution of facility repair and improvement projects. Manages facility office space requirements. Oversees facility preventative maintenance contracts to include Heating, Ventilating, and Air Conditioning (HVAC), mowing, snow removal, landscaping, and custodial services.
- Possible management of fleet activities.
- Assists with preparing, projecting, monitoring, and reporting on the City's annual Operating and Capital Budget; includes budgetary projections and forecasts, ongoing monitoring, and periodic status reports.
- Monitors and evaluates organizational needs and develops plans and recommendations to address needs.
- Manages, coordinates, and evaluates departmental and organizational performance measurements.
- Develops and directs, using current communication tools, technology and best practices, the City's media and public relations/communications services to assure the City delivers the right messages to the right people at the right time. Develop opportunities to establish citizen communication and customer feedback.
- Represents the office of the City Manager at various meetings and serves on task forces, committees, and advisory commissions relative to the goals and activities of the City.
- Assists in the preparation of City Council agendas, information items and agenda materials; attends meetings of the City Council as needed.

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- Serves as a liaison to local businesses, governmental, community and civic organizations, in a manner that promotes a positive image of the City and encourages good communication and collaboration.
- Performs constituent services including performing research, responding to inquiries, complaints, and requests for information from a variety of internal and external sources.
- Develops, supervises, and directs citywide customer service initiatives including: establishing department expectations and standards for excellent customer service and methods to evaluate same; staff training protocols; technology initiatives to support customer service.

Knowledge, Skills and Abilities

Comprehensive knowledge of public administration organization theories, principles, practices and techniques; comprehensive knowledge of the laws, ordinances and regulations underlying a municipal corporation; thorough knowledge of municipal finance and administration; ability to analyze various complex administrative problems to make sound recommendations for their solutions and to prepare working procedures; advanced computer skills; strong research, analytical, and problem solving skills; thorough knowledge of project management including setting priorities, planning, directing, training, supervising and evaluating results; ability to communicate effectively orally and in writing; ability to establish and maintain effective working relationships with department and division heads, the City Council, civic and business leaders, associates and the general public.

Education and Experience

Bachelor's degree with coursework in public administration, political science, or related field and a minimum of eight years experience in municipal government management with experience as a City Manager, Deputy or Assistant City Manager, or director level in a municipal government and five years supervisory experience in either administrative or operations management. Master's degree or equivalent is preferred.

Physical Requirements

This work requires the frequent exertion of up to 10 pounds of force and occasional exertion of up to 25 pounds of force; work regularly requires sitting, speaking or hearing and using hands to finger, handle or feel, frequently requires walking, reaching with hands and arms and repetitive motions and occasionally requires standing, stooping, kneeling, crouching or crawling, pushing or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, operating motor vehicles or equipment and observing general surroundings and activities; work occasionally requires wet, humid conditions (non-weather), working near moving mechanical parts, exposure to outdoor weather conditions and exposure to the risk of electrical shock; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

Member of International City/County Management Association (ICMA)
Member of Minnesota City/County Management Association (MCMA)
Valid driver's license.

Last Revised: 5/18/2017