

CITY OF MILWAUKIE

CLASSIFICATION: Assistant City Manager

Department: Office of the City Manager

FLSA Status: Exempt

Pay Grade: 34

Union Representation: Non-Represented

CLASSIFICATION SUMMARY:

The principal function of the position is to oversee and guide, as assigned, the activities of various departments, divisions and special projects to ensure they are in concert with the policies and goals of the City Manager and City Council. Provide administrative guidance, as assigned, to staff to ensure the City's goals and objectives are achieved in a timely and professional manner. Provide the City Manager and City Council with accurate and timely information to support decision-making and policy direction. Serves as an agent of the City Manager in conflict dispute resolution.

This position provides effective, professional leadership, positioning the City to meet the community's current and future needs through appropriate technologies and services. The work is performed under the direct supervision of the City Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(Tasks listed are intended to be descriptive and not restrictive. An employee in this classification may perform any of the tasks listed; however, these examples do not include all the tasks which an employee may be expected to perform.)

- Supervises management and non-management staff in assigned areas of responsibility, including prioritizing work, evaluating individual and team performance, monitoring progress on reports and projects, making hiring and termination recommendations and ensuring staff is fully trained.
- Oversees web communications strategy and content that is sensitive, high priority, cross departmental, and/or related to key initiatives; oversees messaging for the City's website including tone, look and feel of the website.
- Provides support directly to the City Manager by serving as a liaison on major projects; provides special research and support to the City Manager.
- Plans, directs, interprets and evaluates policies, activities/operations, as well as broad long-range strategies and goals.
- Represents the City and the City Manager to staff, elected officials and outside agencies; creates, presents and explains City programs, policies and activities; and negotiates and resolves sensitive, significant and controversial issues.
- Provides or coordinates staff support to a variety of boards and commissions; serves on intergovernmental and community committees.
- Attends City Council meetings and represent the City Manager as needed.
- Resolves or participates in resolving customer complaints.
- Represents the City Manager's Office in various meetings, assisting with input and guidance to achieve an outcome beneficial to the greater good of the organization, community and residents.
- Promotes an effective, responsive and value-based organizational culture.
- Participates in the development of the City's strategic plans and strategies to achieve stated goals.
- Negotiates contracts and intergovernmental agreements as assigned and manages such agreements over their duration.
- Performs the duties of the City Manager, as assigned, during the City Manager's absence.

- Promote and support diversity in the workplace.
- Works in a safe manner and reports unsafe activities and conditions.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Methods to promote diversity in the organization and the community.
- Best practices in the areas of leadership and management.
- Emerging communication trends including best practices and principles for communications, including public involvement, media relations and social media.
- State and federal laws governing areas of assignment.
- Presentation techniques.
- Problem resolution techniques.
- Personal computers and related software applications.

Ability to:

- Work with people in stressful situations which may involve individuals who are distraught or highly stressed.
- Foster a positive attitude among staff that encourages cooperation, coordination of efforts, efficient and ethical use of resources and a strong customer service commitment.
- Communicate effectively with co-workers, management, elected officials and the public.
- Display excellent interpersonal skills and awareness of controversial and/or sensitive issues.
- Recommend and implement tools and software to broaden and deepen the City's communication efforts.
- Manage multiple projects and tasks, while prioritizing as needed.
- Foster relationships with community partners and to work as a member of an internal collaborative team.
- Apply management theories and practices.
- Prepare budgets.
- Write effective reports.
- Resolve and/or mediate conflict.
- Make effective presentations.
- Promote positive public relations.
- Provide excellent customer service.

Required Education, Training and Experience

(Any combination of education and experience that has provided the knowledge, skills and abilities to perform the essential duties of this position. Prior work experience and educational requirements listed are typical ways of obtaining the required qualifications. Other equivalent combinations of education, training and experience will be considered.)

- Master's degree from an accredited college or university in Public Administration or equivalent degree.
- Ten (10) years of progressively responsible municipal government or public sector management experience; including at least five (5) years direct management experience which demonstrates successful management outcomes.

- Have a proven record as an innovative leader, possessing excellent communication and presentation skills.
- Demonstrated ability to establish and maintain effective working relationships with internal and external customers.
- Strong commitment to public service.

Licensing/Special Requirements:

- Possess and maintain a valid driver's license with an acceptable driving record.
- Evening and weekend work is required as needed.
- Some travel within and outside the City required.

SUPPLEMENTAL INFORMATION:

Tools and Equipment Used:

- General office equipment including computer and a variety of software applications.

Supervision:

- Direct supervision of assigned staff.
- Reports directly to the City Manager.

Working Conditions:

(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential job functions.)

Work is primarily done in an office environment. The noise level in the work area is typical of most office environments with telephones, personal interruptions and background noises. Duties will occasionally involve dealing with distraught or difficult individuals. While performing the duties of this position, the employee is frequently required to stand, bend, kneel, stoop, communicate, reach and manipulate objects. The position requires mobility. Duties involve moving materials up to 10 pounds on a regular basis and may frequently require moving materials up to 25 pounds while responding to non-routine situations. Manual dexterity and coordination required over 50% of the work period while operating equipment such as a computer keyboard, calculator, mobile phone and other standard office equipment and motorized equipment.

The job classification description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Classification History:

Drafted: August 2017
Adopted: August 2017
Revised: