GENERAL PURPOSE

Under administrative direction, performs a wide variety of complex administrative and analytical support for a department or division; participates in assigned administrative processes, operations, procedures, and programs; performs research, prepares financial data and statistical information in support of managerial functions; and provides information and assistance to the public regarding the assigned programs and services.

DISTINGUISHING CHARACTERISTICS

Receives direction from the department head of the assigned department and may exercise technical and functional supervision over clerical and technical staff. Employee receives only occasional instruction or assistance as new or unusual situations arise and is fully aware of the work unit.

ESSENTIAL FUNCTIONS

The duties, skills, and demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential duties, skills, and demands.

Duties:
Conducts or directs assigned projects or program activities; performs research and statistical analysis as assigned; collects, compiles, and analyzes information from various sources on a variety of specialized topics related to assigned programs; prepares and presents reports of findings which interpret data and identify alternatives; make and justify recommendations as to appropriate action.

Provides assistance to department management, other City personnel, and the public regarding administrative, fiscal, or operational issues, policies, or procedures.

Participates in the development of department goals and objectives; participates in the development of the department budget and in budget administration; prepares and monitors program grants and related proposals; monitors compliance with applicable contractual agreements.

Assists in the drafting and implementation of City policies and procedures; compiles information and prepares manuals, documents, resolutions, or publications relating to the administrative, fiscal, or operational issues.

Prepares comprehensive technical records and reports pertaining to assigned area of responsibility; conducts research and comprehensive data collection efforts to support analysis.

Operates a variety of office equipment including a computer, copier, and facsimile machine; utilizes various computer applications and software packages.
Perform related duties as assigned.

**QUALIFICATIONS**
Any combination of education and experience that provides the required knowledge, skills and abilities to perform the essential job duties of the position is qualifying.

**Knowledge, Skills and Abilities:**

**Knowledge of**
Methods and techniques of research, program analysis, statistical analysis, municipal budget analysis and preparation; principles and practices of municipal administration, and grants management.

Methods and techniques for record keeping; basic report preparation and writing; proper English usage, spelling, grammar and punctuation; customer service and public relations methods and techniques.

Modern office practices, procedures, methods and equipment; computer applications in administrative functions; municipal services and operations; and public relations techniques.

Applicable federal, state and local laws, ordinances and regulations pertaining to local government operations.

**Skills/Abilities**
Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative; organize and consolidate statistical data; research information and analyze data to prepare and present sound and effective recommendations.

Exercise good judgment and uphold confidentiality in maintaining critical and sensitive information, records, and reports; understand, interpret, and apply general administrative and departmental policies and procedures.

Read, understand, and review documents, policies and procedures for accuracy and relevant information; answer questions and provide information to City employees, outside agencies, and the public; update manuals as required with current information.

Use applicable office terminology, forms, documents, and procedures in the course of the work; operate a computer and utilize a variety of software programs; use sound judgment in following and applying appropriate laws, regulations, policies, and procedures.

Prepare, compile and arrange data in a readable and comprehensible manner; proofread and edit draft reports or correspondence for errors in grammar or structure; make accurate arithmetic calculations; type and enter data at a speed necessary for successful job performance.

Maintain ongoing communication with management regarding department requests; status of projects and completion of tasks; take direction and follow projects through to completion in a timely manner.

Set priorities, organize work-flow and maintain organization of work and records; multi-task and be responsive to time-sensitive matters; Understand and follow instructions; communicate clearly and concisely, both orally and in writing.
To perform the essential functions with or without accommodation, which may include lifting up to 20 pounds.

Establish and maintain effective working relationships with the public and those contacted in the course of the work.

**Education and Experience:**
Any combination equivalent to the education and experience likely to provide the required knowledge and abilities would be qualifying. A typical way to gain such knowledge and abilities would be:

**Education**
Equivalent to a Bachelor’s degree from an accredited college or university with major course work in business administration, public administration, or a related field.

**Experience**
Two years of increasingly responsible analytical or administrative experience in municipal government.

**Licenses/Certificates**
Possession of a valid California Class C driver’s license.

**Physical Demands and Work Environment**

**Physical demands**
The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee is regularly required to sit at a desk and in meetings for long periods of time; talk or listen, in person, in meetings and by telephone; use hands and fingers to handle, lift up to 20 pounds, feel or operate standard office equipment; and reach with hands and arms. Intermittently, twist to reach equipment surrounding desk; walk to observe department activities; bend and squat to perform file searches; perform simple grasping and fine manipulation; use telephone and write or use a keyboard to communicate through written means; operate an automobile to attend various meetings and workshops. While performing duties, the employee is regularly required to use written and oral communication skills; know and understand laws, regulations and codes; remember legal and code requirements; and explain policies and procedures; interact with City management, other governmental officials, employees and the public.

**Work environment**
Characteristics described are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job indoors, the work environment is generally in a temperature controlled office. Noise levels in the work environment is usually moderate but the employee may occasionally be exposed to high level noises including but not limited to emergency vehicle sirens, telephones and other office equipment.

Department:  City Manager  
Classification:  Supervisor/Confidential  
FLSA Status:  Non-Exempt