

## CITY COUNCIL ASSISTANT

### JOB DESCRIPTION

**Classification Responsibilities:** A City Council Assistant facilitates communication between members of the City Council, City staff, and the public. The City Council Assistant's responsibilities include, but are not limited to: providing Councilmembers with information at their request; researching and responding to constituents' requests for information; coordinating and monitoring the implementation of projects initiated by Councilmembers; representing Councilmembers at neighborhood meetings and in communication with members of the public and staff; managing Councilmembers' response to constituent requests for information or action; maintaining Councilmembers' calendars and ensuring Councilmembers are aware of all relevant City meetings; scheduling and, at times, presiding over neighborhood meetings initiated by Councilmembers; and acting as the primary contact between staff and Councilmembers. City Council Assistants must be politically astute and sensitive to requests by Councilmembers or constituents that have the potential for controversy. In their correspondence with constituents, City Council Assistants must strive to consistently and clearly explain the City's policies, and only when necessary, carefully identify whether and how a Councilmember disagrees with a given policy. City Council Assistants should also be mindful that correspondence with constituents, staff, and Councilmembers is a public record and subject to public scrutiny. A City Council Assistant must be able to work a flexible schedule in order to attend City Council meetings and functions as well as periodic public/neighborhood meetings. This class performs related duties as required.

**Distinguishing Features:** This classification has been designated as a non-classified, non-merit system, at-will position. This class is supervised by a Deputy City Manager who reviews work through meetings and reports. This class is distinguished from the Management Assistant classification series by the focus on public contact liaison work with constituents, and lack of specific program responsibility. This class is FLSA exempt-administrative. (Part-time employees in this class are FLSA non-exempt).

### QUALIFICATIONS

**Employee Values:** All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

**Minimum Qualifications Required.** Graduation from an accredited college or university with a Master's Degree in Political Science, Communications, Public or Business Administration, or a related field OR graduation from an accredited college or university with a Bachelor's Degree in Political Science, Communications, Public or Business Administration, or a related field and good (1 - 3 years) experience researching, analyzing, and resolving citizen inquiries and complaints, preferably in a government setting.

**Special Requirements.** Must possess a valid Arizona Driver's License by hire date.

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualifications.** None.

## **ESSENTIAL FUNCTIONS**

**Communication:** Communicates with citizens, City management, public officials, and other City employees in order to receive complaints and inquiries from the public and provide requested information or referral. Composes correspondence and verbally communicates on a variety of issues that require considerable discretion, judgment, and tact.

**Manual/Physical:** Operates a personal computer (PC), and uses software specific to work performed (example: word processing, database, and/or spreadsheet) to prepare correspondence and detailed and technical reports for use by City Council and management. Attends meetings to coordinate efforts and collect information. Operates a City vehicle requiring a valid Arizona Driver's License to perform field research, attend meetings, and deliver informational materials to Councilmembers. Meets scheduling and attendance requirements.

**Mental:** Prepares a variety of research reports to gather background information and materials and prepare updates. Researches City records, ordinances, policies, and procedures, etc., to prepare detailed reports outlining problems and recommending policies, practical solutions, or course(s) of action. Prioritizes multiple projects, meets required deadlines, and handles more than one project simultaneously. Becomes familiar with issues of concern to Councilmembers' constituents and able to clearly and accurately explain the City's policies and procedures relative to those issues.

### **Knowledge and Abilities:**

Knowledge of:

the principles and practices of public administration and government organizations;  
City government operation, organizational structure, City officials, and their functions;  
research and statistical methods and techniques used in public administration;  
ordinances, codes, and policies governing City operations;  
general theories, principles, and techniques of both oral and written communication; and  
local/regional affairs and issues.

Ability to:

present information clearly and in an interesting manner, both verbally and in writing, for various audiences;  
listen well and communicate effectively with citizens and employees having varied educational backgrounds and values;  
identify and access resources for problem resolution;  
deal tactfully with people and resolve conflicts;  
exercise resourcefulness in addressing problems;  
work independently and perform tasks involving numerous details;  
use discretion and judgment in dealing with confidential, sensitive, and controversial issues; and  
establish and maintain effective working relationships with management, coworkers, and representatives from other City departments, public officials, and the general public.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 4/18

GL/co/rb

CS4480.DOCX

PAY GRADE: 50

CS4900 (Part-time)

PAY GRADE: 50

EEO-Prof

IND-9410

JOB FCTN-ADM

SWORN-No

INCREMENTS 43-200