

CITY COUNCIL DISTRICT COORDINATOR

JOB DESCRIPTION

Classification Responsibilities: A City Council District Coordinator performs highly responsible administrative liaison, staff, and public contact work in carrying out a wide variety of activities relating to organizing, coordinating, and implementing the functions of a City Council District Office. A City Council District Coordinator facilitates communication between members of the City Council, City staff, and the public. The City Council District Coordinator's responsibilities include, but are not limited to: coordinating activities with other divisions and departments; providing information and staff assistance to the Councilmember; representing and participating in meetings, events, and communication on behalf of the Councilmember; responding to inbound communication and performing necessary follow-up; researching and responding to constituent requests for information or action; resolving constituent complaints; assisting the Councilmember in evaluating City plans, policies, and objectives by performing research, review of materials, and assembling briefings on City issues; 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 coordinating and monitoring the implementation of projects initiated by Councilmembers. A City Council District Coordinator also regularly communicates with management on sensitive and/or confidential issues received by the Councilmember's office.

A City Council District Coordinator performs a variety of public information/engagement responsibilities including: assisting in composing remarks and speeches for use by the Councilmember at events and in official statements; coordinating public outreach by the Councilmember to neighborhoods, groups, and organizations through digital and hardcopy methods; developing social media and webpage content that adheres to City specifications and design standards; and interacting with outside agencies on behalf of the Councilmember including governmental organizations, school districts, community organizations, businesses, service provider agencies, and non-profits. City Council District Coordinators coordinate outreach in cooperation with the Public Information Office and department marketing representatives.

City Council District Coordinators may frequently deal with constituent situations that are, or may become, volatile and with matters which are complex and highly visible. City Council District Coordinators must be politically astute and sensitive to requests by Councilmembers or constituents that have the potential for controversy. Work requires considerable exercise of initiative and independent judgment within established policy guidelines. In their correspondence with constituents, City Council District Coordinators must strive to explain the City's policies consistently and clearly and only, when necessary, carefully identify whether and how a Councilmember disagrees with a given policy. City Council District Coordinators should also be mindful that correspondence with constituents, staff, and Councilmembers is a public record and subject to public scrutiny. A City Council District Coordinator must be able to work a schedule that could be outside of normal workday hours, which includes nights and weekends, to attend public/neighborhood meetings, city council meetings, and study sessions. A City Council District Coordinator is responsible for the development and implementation of a Councilmember's district budget. A City Council District Coordinator manages all details related to a Councilmember's travel. 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 the Assistant 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. Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Political Science, Communications, Public or Business Administration, or a related field. Good (1 - 3 years) experience researching, analyzing, and resolving citizen inquiries and complaints.

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

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Graduation from an accredited college or university with a Master's Degree in Political Science, Communications, Public or Business Administration, or a related field. Experience researching, analyzing, and resolving citizen inquiries and complaints in a government setting.

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 Class D 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 10/22

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CS4480.DOCX

PAY GRADE: 53

CS4900 (Part-Time)

PAY GRADE: 53

EEO-Prof

IND-9410

JOB FCTUN-ADM

SWORN-No

INCREMENTS 32-200