

MANAGEMENT ASSISTANT II

JOB DESCRIPTION

Classification Responsibilities: A Management Assistant II is a professional classification that performs a variety of moderately difficult-to-complex administrative research work in support of a department or unit that may involve independent research and analysis of management systems, policies and practices, and accounting control procedures. Work may involve directing or participating in gathering information; performing statistical analyses; assisting in the preparation and administration of the department or unit budget; coordinating department or unit personnel functions; managing projects; planning and reporting operations; studying special administrative problems; administering contracts; purchasing; and developing improved systems, procedures, and forms to lower operating cost or increase efficiency. Responding to requests or complaints from City employees or the general public may be an important element in this assignment. Responsibilities may include supervision of clerical, paraprofessional, and/or maintenance classes. This class is responsible for performing related duties as required.

Distinguishing Features: This position differs from the entry-level professional classification of Management Assistant I by its more diverse and complex nature of assignments, and the greater independence under which the work is performed. Administrative direction is received from a department director or above, administrative supervisor, etc., with work reviewed through conferences, meetings, written reports, and by overall results achieved. This class is FLSA exempt-administrative.

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 Public Administration, Business Administration, or a related field and good (1 - 3 years) professional-level administrative experience (professional-level internship experience will be considered) such as: significant experience preparing and monitoring a budget; researching and analyzing data; making recommendations to management; report preparation involving research and analysis, recommendations to management, etc.; **OR** graduation from an accredited college or university with a Bachelor's Degree in Public Administration, Business Administration, or a related field and considerable (3 - 5 years) professional-level administrative experience.

Special Requirements. Must possess a valid Class D Arizona Driver's License by hire date (**by assignment**). For this position, an individual receiving a conditional offer of employment from the City of Mesa must pass a background investigation through the City of Mesa Police Department, the Arizona Department of Public Safety, and Federal Bureau of Investigation prior to commencing employment with the City of Mesa (by assignment). Because of the confidential, sensitive nature of information handled, successful completion of a background investigation and polygraph is required (**Police Department Assignment**).

Substance Abuse Testing. Due to the safety and/or security sensitive nature of the assignment, individuals in this classification shall be subject to pre-employment or pre-placement alcohol, drug,

and/or controlled substance testing as outlined in City policy and procedures (*Police Department Assignment*).

Preferred/Desirable Qualifications. For assignments in Customer Information & Billing Operations, professional-level experience in training and program course development, as well as public relations/marketing brochures is preferred. Experience related to the program area is highly desirable. Experience in the legal field and general government administration is highly desirable (*City Attorney and Police Department Legal Services Division Assignments*). Supervisory experience may be preferred (*by assignment*). A strong working knowledge of various computer applications.

ESSENTIAL FUNCTIONS

One position may not include all of the essential functions, knowledge and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification.

Communication: Communicates with the general public and other City employees in explaining and interpreting rules, regulations, practices, and policies of the assigned department or unit. Gives instructions and information and responds to questions. Instructs others by conducting training sessions in a classroom setting regarding subjects which are pertinent to the area of assignment. Prepares written documents, such as: management studies, research reports, feasibility studies, progress reports, justification memos, schedules, etc.

Manual/Physical: Operates office equipment, such as printers, personal computers (PCs), etc. Enters data into a PC to prepare and generate reports and other documents. Prepares Limited Purchase Orders (LPOs), Invoices for Payment (IFPs), project requests, and various other forms. Operates a motor vehicle requiring a standard Class D Arizona Driver's License to attend meetings or inspect field locations (*by assignment*). Observes, inspects, or monitors the behavior of office or field personnel to determine and maintain compliance with departmental operating and safety standards and procedures. Meets scheduling and attendance requirements.

Mental: Researches and analyzes data to make recommendations to management. Comprehends and makes inferences from written material (example: budget expenditures, statistical and demographic information, project trends and needs, etc.). Prioritizes work assignments. Reviews or checks the work of others to ensure conformance to departmental standards. Resolves citizen complaints as they relate to service contract provisions (*by assignment*). Coordinates work activities and program functions with other City departments, other cities, and other government agencies. Supervises, assigns, and evaluates the work of a subordinate staff (*by assignment*). Learns job-related material through on-the-job training and/or independent study.

Knowledge and Abilities: (Common to all assignments)

Knowledge of:

modern management techniques, and the principles and practices of public administration and governmental organization;

professional-level research techniques, methods, and procedures;

the principles, practices, and methods of employee supervision, training, and evaluation;

statistical methods used in public administration;
the principals of public finance, organizational development, personnel management, policy formation, and budget preparation;
cost accounting procedures and practices and their relationships to program budgeting;
the principles, practices, techniques, and terminology associated with the specific area of assignment;
and
PC software applications.

Ability to:

write clearly and concisely, and give oral and written presentations of ideas;
explain technical budgetary problems in simple non-technical language;
gather pertinent facts, make thorough analyses, and arrive at sound conclusions; and
establish and maintain effective working relationships with City officials, department managers, coworkers, vendors, citizens, and other government officials.

Knowledge and Abilities: (By Assignment)

City Attorney's Office and City Prosecutor's Office

Knowledge of:

conflict resolution techniques;
records management principles;
data processing procedures, operations, data flow, and records maintenance;
sound business practices related to office procedures and recordkeeping systems;
policy and practices of the judicial system, City ordinances, state statutes, appellate procedure, and the Arizona Criminal Justice Integrated System (ACJIS);
City, state, and federal laws and legal terminology;
modern office management practices and procedures;
modern supervisory, training, and evaluation methods and practices;
personnel selection and training methods;
methods and policies pertinent to the area of assignment; and
bookkeeping and accounting methods and practices.

Ability to:

analyze and resolve computer-related, operational, and procedural problems;
prepare, monitor, and administer a budget;
monitor and administer grant funds and vendor compliance with contracts;
analyze, develop, and implement policy and procedural improvements;
assess and assign priorities to problems and work assignments when confronted with several pressing demands at one time;
logically analyze complex work flow and resource allocations and develop satisfactory solutions;
plan, organize, assign, and review the work of professional, paraprofessional, and support staff;
explain policies, rules, and regulations to employees, citizens, defendants, victims, witnesses, and others within the criminal justice field;
perform informational research involving the compilation of data;

intercede in difficult public contact situations;
compose reports, schedules, agendas, and statistical worksheets;
perform special projects as assigned; and
establish and maintain effective working relationships with management, coworkers, subordinates, personnel from other departments and agencies, and the general public.

Customer Information & Billing Operations

Knowledge of:

adult training methods;
municipal utility procedures;
customer service principals and procedures; and
varied communication styles to ensure adequate information is presented in a variety of formats to meet the needs of the staff and consumers.

Ability to:

work in an environment to improve customer services, foster a results-oriented organization, develop partnerships, and promote employee participation and development;
conduct analysis of policies and procedures relating to meter reading, billing, revenues, miscellaneous receivables, write-offs, deposits, and collections;
perform research and analysis to develop and model individual and group performance standards;
perform workstation information management tasks such as survey, analysis, design, programming, testing, implementation, and documentation of end user PC software applications;
perform research and analysis to develop electric, gas, water, wastewater, and sanitation rate structures and billing recommendations;
conduct economic and financial analysis to identify correlations between accounts receivables and external environmental factors such as economic indices, delinquencies, bankruptcies, and vacancy rates;
evaluate/test customer billing system changes prior to implementation and recommend acceptance/alteration of changes based on user needs and generally accepted accounting principles;
analyze customer accounting systems and recommend changes necessary to improve customer accounting practices and reconciliation procedures;
direct impact studies, feasibility studies, cost analyses, rate studies, and special assignments as required;
assist in preparing, administering, and analyzing the section's annual budget;
prepare promotional materials including customer service programs, flyers, and newsletter articles;
develop and prepare utility customer service in-house training programs, seminars, and development activities;
prepare course materials and curriculum specific to the work area;
coordinate internal classroom training, including the use of outside speakers, audio visual (AV) equipment, and work within an established budget;
evaluate trainee development, develop and conduct assessment instruments, and make recommendations related to employee progress through established career progression steps; and
prepare and/or conduct written and oral reports and presentations.

Development & Sustainability

Ability to:

provide general management support to the department director;
interpret City rules, regulations, practices, and policies for the staff and general public;
prepare, monitor, and administer a budget;
prepare financial and expenditure reports for department;
develop, establish, and implement policies and procedures;
research and compile data, perform statistical analysis, and prepare statistical reports and graphs;
perform a variety of administrative assignments, including special projects and research;
assess and assign priorities to problems and work assignments when confronted with several pressing demands at one time;
participate on various Citywide teams and task forces;
ensure all work is done in alignment with City and department long-term strategies;
assist in strategic planning;
act as liaison involving recruitments, personnel actions and programs;
perform a variety of administrative assignments in the areas of purchasing, special projects, and research;
supervise and coordinate all department capital projects;
coordinate physical work locations for moves and new hires;
coordinate and approve physical access to the Municipal building for employees;
coordinate department-wide communication for the department director;
update Intranet and Internet web pages; and
manage facilities, operations, and security issues for the department.

Economic Development

Ability to:

prepare and administer the budget;
finalize and implement the Strategic Plan;
supervise administrative staff and assist Director with department Performance Appraisal Forms;
participate on various Citywide teams and task forces;
administer contracts for the department;
provide management support to the Director and represent the Economic Development Department when the Director is not available;
assist in the general operations of the department; and
research and develop programs to improve the efficiency of the Office of Economic Development.

Energy Resources

Knowledge of:

principles, practices, techniques, and terminology associated with the installation and maintenance of natural gas mains and services; and
installation, maintenance, and abandonment of natural gas, water, and wastewater services.

Ability to:

provide general management support to the Energy Resources Department Director;
conduct activity measurement and cost analysis, management studies, research, and special projects as assigned;
assist in the preparation and implementation of the department's annual budget;
coordinate personnel actions, programs, and functions for the department;
administer the department's projects, work orders, and damage claims;
coordinate with ITD to resolve computer software problems and schedule installation of equipment;
work in a CQI environment to develop partnerships;
interact with other City employees on committees/teams to improve services, streamline processes, resolve problems, and reduce expenses;
plan, supervise, and evaluate the work of clerical and administrative staff;
supervise the activities of the infrastructure management unit; and
establish and implement office policies and procedures.

Environmental Management & Sustainability

Ability to:

provide administrative support and perform research work for the Environmental Management & Sustainability Department Director and the Environmental Management & Sustainability management team;
plan, supervise, and evaluate the work of subordinate office staff;
produce and revise various management documents and reports that are clear, concise, and thorough;
research and compile data, perform statistical analysis, and prepare statistical reports and graphs;
perform a variety of administrative assignments including special projects, data analysis and research;
research problems and identify solutions, present proposals to management via written communication;
lead and/or participate on various department and Citywide teams and task forces;
act as liaison involving recruitments, personnel actions and programs;
interpret City rules, regulations, practices, and policies for Environmental Management & Sustainability staff;
develop, revise, and implement office policies and procedures;
make oral presentations;
assist in strategic planning; and
respond to requests and concerns from City employees and the general public.

Environmental Services

Ability to:

manage, monitor, analyze and track section budget, including grants, rebates, ad-hoc environmental and energy efficiency projects;
perform detailed statistical and financial analysis of current, historical and projected expenses for all funding sources, including Household Hazardous Waste Program to identify patterns and/or changes in direct and indirect spending;
work with the Office of Management and Budget to ensure all performance metrics are accurate and reported on a quarterly basis;

participate in all Environmental MesaStat meetings;
use Advantage Financial system and Info Advantage reporting system to conduct queries, enter purchase agreements and orders, track contracts, create vendor information, and run reports to analyze financial data;
oversee the review and approval for electronic payments, and approvals of invoices and receivables;
identify available grant or operations funds;
ensure grant documents are updated, accurate and audit ready;
participate in internal and external audits;
coordinate and complete Human Resources (HR) actions;
back up Environmental Management & Sustainability Management Assistant II;
initiate and manage all section recruitments, new hires, promotions, temporary staffing, requisitions, performance appraisals, accounting and purchasing documents, and electronic payments and receivables;
provide administrative support and perform research work for the Deputy Director - Environmental Management & Sustainability and the section team;
produce and revise various management documents and reports that are clear, concise, and thorough;
research problems and identify solutions, present proposals to management via written communication;
lead and/or participate on various department and Citywide teams and task forces;
interpret City rules, regulations, practices, and policies for section staff;
make oral presentations;
assist in strategic planning; and
respond to requests and concerns from City employees and the general public.

Department of Innovation and Technology (DoIT)

Ability to:

provide general management support to the Chief Information Officer;
interpret City rules, regulations, practices, and policies for the IT staff and general public;
develop, establish, and implement policies and procedures;
research and compile data, perform statistical analysis, and prepare statistical reports and graphs;
perform a variety of administrative assignments including special projects and research;
participate on various Citywide teams and task forces;
ensure all work is done in alignment with City and DoIT long-term strategies;
assist in strategic planning;
act as liaison involving recruitments, personnel actions and programs;
perform a variety of administrative assignments in the areas of purchasing, special projects, and research;
supervise and coordinate all DoIT capital projects;
coordinate physical work locations for moves and new hires;
coordinate and approve physical access to DoIT building for non- DoIT employees;
coordinate department-wide communication for the Chief Information Officer;
update DoIT Intranet and Internet web pages; and
manage facilities, operations, and security issues for the department.

Library Services

Ability to:

assist in the preparation and administration of the department budget, and monitor expenditures;
prepare management, labor, and operational studies as needed;
collect and analyze data and perform statistical analyses;
prepare reports and presentations for the Library Advisory Board, City Manager, and City Council;
plan, supervise, and evaluate the work of subordinate clerical staff;
interpret City rules, regulations, practices, and policies for the Library Services staff;
coordinate department personnel actions, programs, and the performance evaluation system within the Library;
inform Library Services employees of available training, and arrange for training either through the Personnel Office or through a variety of library agencies;
supervise and coordinate all Library Services capital projects; and
coordinate the maintenance and repair of Library Services facilities.

Parks, Recreation and Commercial Facilities (PRCF)

Ability to:

provide management support to the Parks, Recreation and Commercial Facilities Department Director (PRCF), the Assistant Director, and PRCF Administrators;
produce and revise various management documents and reports that are clear, concise, and thorough; documents to include but not limited to: narratives, statistical reports, graphical reports; recommendations, communications to staff, recommendations for improvement, and department guidelines;
maintain the PRCF intranet pages; news channels; and other employee and citizen communication tools;
complete research and recommend solutions to solve problems, streamline processes, or reduce expenses;
establish and maintain effective working relationships with management, peers, and subordinates, personnel from other departments and agencies, and the general public;
interpret City rules, regulations, practices, and policies for PRCF staff;
serve as Human Resources liaison to coordinate personnel actions and recruitment efforts for the department;
perform a variety of administrative assignments and research including special projects and other duties as assigned;
research problems and identify solutions, present proposals to management via written communication, perform statistical analysis, and prepare statistical reports and graphs;
plan, supervise, and evaluate the work of PRCF Department Technology Coordinator; and
practice effective and efficient communications to encourage dialogue with City management and employees that fosters a positive working environment and projects confidence, assurance, sincerity and authenticity.

Personnel

Ability to:

analyze and resolve computer-related, operational, and procedural problems for the Personnel Office;
assist in strategic planning for the Personnel Office;
coordinate remodeling projects, computer upgrades, and computer conversions;
develop, establish, and implement office policies and procedures;
develop, update, and manage Citywide forms in hard copy and on the intranet;
manage facilities, operations, and security issues for the department;
manage the Access databases and develop reports;
oversee the Service Award Program;
participate on various Citywide teams and task forces;
plan, supervise, control, and evaluate the work of a paraprofessional and clerical staff;
prepare and maintain City pay plan documents and job descriptions;
oversee updates to the Citywide phone directory;
prepare budgets and monitor expenditures;
prepare Personnel Rules and Management Policy updates;
provide administrative support and perform research work for the Human Resources Director, Personnel Appeals and Merit System Boards;
purchase department supplies and equipment;
research problems and identify solutions, perform statistical analysis, and prepare statistical reports and graphs;
work on special projects; and
write the Request for Proposal (RFP) regarding the rebid process of temporary employment contracts, research and confirm information provided by the agencies, recommend vendors and explain decision to unsuccessful vendors, monitor the contracts and expenditures, oversee the coordination of temporary employees Citywide, and monitor temporary employee retention.

Police Department Legal Services Division

Knowledge of:

applicable laws, rules and regulations relating to the police department;
modern policing practices and methods;
internal rules, regulations and operations of the police department;
records management principles;
data processing procedures, operations, data flow, and records maintenance;
policies and practices of the judicial system, Arizona Criminal Justice Integrated System (ACJIS) and the National Crime Information Center (NCIC);
City, state, and federal laws and legal terminology; and
modern office management practices and procedures.

Ability to:

analyze, develop, and implement policy and procedural improvements;
assess and assign priorities to problems and work assignments when confronted with several pressing demands at one time;

logically analyze complex work flow and resource allocations and develop satisfactory solutions;
plan, organize, assign, and review the work of professional, paraprofessional, and support staff;
explain policies, rules, and regulations to employees, citizens, defendants, victims, witnesses, and others within the police department;
perform informational research involving the compilation of data;
compose reports, schedules, and agendas;
perform special projects as assigned; and
establish and maintain effective working relationships with management, coworkers, subordinates, personnel from other departments and agencies, and the general public.

Transportation Administration

Knowledge of basic contract administration principles and practices.

Ability to:

provide general management support to and perform research work for the department director;
plan, supervise, and evaluate the work of clerical and administrative staff;
serve as Human Resources liaison to coordinate personnel actions and recruitment efforts for the department;
complete personnel changes;
assist with transitional work program, FMLA and Workers' Compensation programs; complete required paperwork;
coordinate and assist in strategic planning;
assess and assign priorities to problems and work assignments when confronted with several pressing demands at one time;
establish and maintain effective working relationships with management, peers, and subordinates, personnel from other departments and agencies, and the general public;
interpret City rules, regulations, practices, and policies for the Transportation staff and general public;
develop, establish and implement office policies and procedures;
research, revise, and create policies, practices, and procedures;
research and compile data, perform statistical analysis, and prepare statistical reports and graphs;
identify and recommend solutions to solve problems, streamline processes, or reduce expenses to management;
prepare and revise various management documents and reports that are clear, concise, and thorough for the City Manager, City Council, and department;
coordinate physical work locations for moves and new hires;
coordinate and approve physical access to Transportation buildings for Transportation and non-Transportation employees;
coordinate remodeling projects;
participate on various Citywide and department committees, teams, and task forces;
perform a variety of administrative assignments and research including special projects and other duties assigned;
provide recommendations, communications to staff, recommendations for improvement, and department guidelines;
analyze and resolve computer-related, operational, and procedural problems;
direct or conduct feasibility and management studies, cost analyses, and recommend action plans;
assist in preparing, administering, and analyzing the department's annual budget;

assist in preparing and monitoring projects included in the five-year capital improvement plans; and perform a variety of administrative assignments including special projects and research.

Water Resources

Ability to:

prepare written documents to support department decision making;
gather, analyze, interpret and present statistical data, prepare management studies, such as research reports, feasibility studies, and progress reports in preparation of recommendations to departmental and City management to solve problems, streamline processes, or reduce expenses;
research, analyze, and present information relevant to water and wastewater issues and policies;
manage the coordination of negotiated settlements between engineering, policy, and legal teams;
conduct development agreement research, policy writing, manage “Claims Against the City,” and risk analysis systems management;
manage grant process from application, nomination, award, budget, performance reporting, and tracking processes;
coordinate aspects of departmental strategic planning including City and external stakeholder alignment, project implementation, SWOT analysis, focus on long and short-term objectives, etc.;
ensure all work done is in alignment with department, City, and Council Strategic Initiatives;
respond appropriately to information requests;
interpret City rules, regulations practices, and policies for citizens and City staff;
prepare, schedule, assemble, deliver, and upload meeting materials including Council and departmental meeting agendas, visual aids, presentations, etc., (Legistar, Council, Mesa 11, etc.);
coordinate performance metrics, recommend process improvements, improved procedures, conduct benchmarking, complete department Monthly Performance Report, serve as department COMPASS liaison; develop and follow State-approved records retention schedule as per Management Policy 105, Records Management Program; and
analysis of location of capital and non-capital assets.

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 do 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.

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TB/aa/co

CS4624.DOCX (Full-Time)

EEO-Prof

JOB FCTN-ADM

INCREMENTS 42-200

PAY GRADE: 53

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