

## CHIEF OF STAFF

### JOB DESCRIPTION

**Classification Responsibilities:** The Chief of Staff works as an assistant to the Mayor and performs a variety of professional-level duties to coordinate the administrative activities of the Mayor. The Chief of Staff coordinates activities with other divisions and departments and provides staff assistance to the Mayor. Responsibilities include: representing and participating in meetings and events on behalf of the Mayor; researching and responding to constituent requests for information and resolving complaints; conducting research studies and reviewing projects on a wide variety of municipal projects; preparing and submitting oral and written reports and recommendations; and assisting the Mayor in evaluating City plans, policies, and objectives by performing research, review of materials, and assembly of factual information. Duties also include: coordinating the activities of the Mayor's Youth Committee (MYC) which involves working with MYC officers in developing schedules, speakers, and projects, and providing staff assistance to MYC on logistics of meetings; coordinating the City's participation in the Sister Cities Program; assisting with preparation of remarks and speeches for use by the Mayor at events; preparing briefings for the Mayor on City issues; and coordinating outreach by the Mayor to neighborhoods, groups, and organizations. In addition, the Chief of Staff represents the Mayor's office at meetings, when required and appropriate; attends City Council meetings and study sessions; researches, responds to, and prepares correspondence; coordinates appointments and reappointments of citizen advisory board members; sets up meetings and conferences; responds to the Mayor's incoming telephone calls and performs necessary follow-up; and communicates with City management on sensitive and/or confidential issues received by the Mayor's office.

In addition, the Chief of Staff performs highly responsible professional administrative liaison, staff, and managerial work in carrying out a wide variety of activities relating to organizing, coordinating, and implementing management projects at the direction of the City Manager and Deputy City Manager. Work includes project oversight for a variety of complex and sensitive assessments of City operations and management research projects. May provide temporary and/or quasi-supervision over staff as needed and as directed by the Deputy City Manager. Responsibilities also include: organizing and coordinating special projects and studies requested by City management and resolving issues in problem areas or recommending corrective action; conducting and supervising studies of operational problems and making recommendations for improvements, or evaluating recommended changes in organization, policy, procedures, or courses of action. An employee in this classification is responsible for preparing reports and correspondence to express objectives, findings, recommendations, and goals to the City Manager and City Council, as directed. The employee will not participate in any activities related to elections or re-elections to public office or private personal matters for the Mayor. This position may be responsible for recruiting, selecting, and supervising clerical and/or paraprofessional staff. This class performs related duties as required.

**Distinguishing Features:** This classification has been designated as a non-classified, non-merit system, at-will position. The incumbent receives direction from the Mayor, with work reviewed by the Deputy City Manager through conferences, reports, and 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 Bachelor's Degree in Public or Business Administration, Political Science, Communications, or a related field. Considerable (3 - 5 years) professional administrative and management experience.

**Special Requirements.** Must possess a valid 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 is preferred.

## ESSENTIAL FUNCTIONS

**Communication:** Communicates with citizens, management, public officials, the general public, and other City employees in order to receive complaints and inquiries from the public and provide requested information or referral. Prepares written reports in order to describe scenarios or situations related by citizens and provide background information and materials. Composes correspondence dealing with issues and subject matter in ways that sometimes requires considerable sensitivity, discretion, judgment, or negotiation in replying to inquiries, and/or presenting or requesting information.

**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 to perform field research and attend meetings, requiring a standard Arizona Driver's License.

**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. Coordinates the activities of the MYC and the Sister Cities Program.

### **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;

analyze public policy issues from a variety of perspectives;

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.

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EEO-Prof

JOB FCTN-ADM

INCREMENTS 43-200

PAY GRADE: 59

IND-9410

SWORN-No