

MANAGEMENT ASSISTANT I

JOB DESCRIPTION

Classification Responsibilities: A Management Assistant I performs professional-level administrative duties involving research, analysis, and reporting on a variety of topics related to management programs in support of a department, unit, or program area. Performs related work as required.

Distinguishing Features: Standard assignments are well defined, with incumbents receiving close supervision initially, but progressing to general supervision as they gain experience. Contact with the public may be an important element in this assignment. Duties are performed under the general direction of a department director or above, administrative supervisor, etc. Most work requires the use of initiative and independent judgment, and is reviewed by a supervisor through written reports and overall results achieved. This class is distinguished from the class of Management Assistant II by the latter's more diverse and complex nature of assignments, and the greater independence under which the work is performed. Responsibilities may include supervision of clerical, paraprofessional, and/or maintenance classes. This class is FLSA exempt-administrative.

QUALIFICATIONS

Minimum Qualifications Required. Graduation from an accredited college or university with a Master's Degree in Public Administration, Business Administration or a related field, OR graduation from an accredited college or university with a Bachelor's Degree, preferably with a major in Public or Business Administration, or a related field and good (1 - 3 years) progressively responsible administrative experience such as: preparing and monitoring a budget, researching and analyzing data, making recommendations.

Special Requirements. Must possess a valid Arizona Driver's License by hire date (by assignment). Because of the confidential, sensitive nature of information handled, successful completion of a background investigation and polygraph is required (by 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. Experience in governmental research and administrative problem solving is highly desirable. Experience in a field related to the program area is desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates with vendors and service contractors to obtain product information and discuss contract terms. Responds to public inquires. Communicates with other City employees to perform operational analysis on internal programs or work tasks. Composes correspondence dealing with the assigned project subject matter in ways which sometimes requires considerable discretion,

judgment, or negotiation in replying to inquiries, and/or presenting or requesting information. Represents the department's perspective on various City committees and/or before City management or City Council.

Manual/Physical: Operates a personal computer (PC), and uses software specific to the kind of work (e.g., word processing, database, and/or spreadsheet) to prepare detailed and technical reports for use by City management. Operates a motor vehicle requiring a standard Arizona Driver's License to conduct community outreach, attend community focus groups, and special events (*Diversity Office Assignment*). Attends meetings to coordinate efforts, represent the department, and to collect information. Compares and monitors data (e.g., budget, work flow, work performance) to determine compliance with unit/department/City policies and guidelines.

Mental: Conducts a variety of technical management studies for Council reports, operational analysis, cost-benefit analysis and impact, feasibility impact, and rate studies as they relate to a specific program area or to an existing City policy. Researches City records, ordinances, etc., to prepare detailed reports outlining problems and recommends policies, practical solutions, or course(s) of action. Assists in the preparation and monitoring of existing budget and annual five-year plan. Prioritizes multiple projects, meets required deadlines, and handles more than one project simultaneously. Assists in grant administration of state and federal grants.

Knowledge and Abilities:

Knowledge of:

the principles and practices of public administration and governmental organizations;
research and statistical methods and techniques used in public administration;
the principles of accounting, organizational development, personnel management, policy formation, and budget preparation; and
the principles and practices of office management and the equipment used.

Ability to:

make decisions and exercise resourcefulness in addressing new problems; and
establish and maintain effective working relationships with management, coworkers, representative from other City departments, other public officials, and the general public.

Knowledge and Abilities: (by assignment)

Diversity Office

Knowledge of principles, methods, and techniques used in diversity awareness and outreach including cultural and value diversity issues.

Ability to:

promote the mission of the Citywide internal and external diversity initiative effectively;
aid in the presentations to the Advisory Board, the City Council, management staff and employee teams;
respond to sensitive situations in a positive manner;

quantify the activities and events of the Citywide internal and external diversity initiative;
exhibit a nonjudgmental, open manner; and
represent the Diversity Office in various meetings and conferences.

Community Revitalization Unit

Knowledge of basic federal and Office of Human Services program requirements relating to the grant allocations to serve low- and moderate-income persons through various City and nonprofit projects.

Ability to:

aid in the presentations to the Housing Advisory Board, the Human Services Advisory Board, the City Council, management staff, and employee teams;
supervise the administrative team to support the efforts of the federal entitlement and Human Service work groups; and
exhibit the teamwork necessary to cultivate partnerships to provide resources that improve the quality of life for Mesa residents.

Energy Resources Department

Ability to:

provide general management support to the Energy Resources Department Director and management team;
research and develop performance management programs to identify trends in program performance and identify performance benchmarks;
perform management studies and statistical analyses including activity measurement, cost analysis;
prepare statistical reports and graphs to develop electric and gas utility services and rate structures, fiscal impact studies, feasibility studies, cost analyses, and analyses of economic and financial factors that impact the operational and financial performance of the energy utilities;
research, prepare and submit applications for and administer state and federal grants;
coordinate the department's Capital Improvement Program including development and administration of project tracking and reporting tools;
perform operational studies including the development of tracking and reporting tools to enhance safety.
research methods and practices to develop and present reports and recommendations related to the management of Mesa's electric and gas utilities including Best Practices, Performance Measurement and Benchmarking, and Process Improvement.

Police Policy and Procedure

Knowledge of policy analysis, writing, research, and problem solving as well as some training in descriptive statistics, and program evaluation to meet the standards of the Police Department.

Ability to:

provide management support for Police Professional Standards Section by overseeing the administrative function of the Policy Management Unit;
supervise clerical, paraprofessional, and/or maintenance classes;

organize established Police Department policies and procedures;
develop new policy based on information gathered from research and statistical analysis as requested by the Police Chief and/or associated staff;
update, issue, and maintain the Police Department's operational orders system, all operations manuals, and all supplemental manuals;
make recommendations on policies, procedures, and methods of operation, and present information on other projects assigned to the Professional Standards Section;
provide training to Police Department employees;
respond to specific questions as to department policies and procedures upon request from department members, City personnel, outside law enforcement agencies, and the general public;
monitor web page unit and provide functional supervision to Administrative Support Assistants, Office Assistants, and other staff assigned to assist with the policy process;
research department policies and procedures in response to court orders and legal requests for information;
develop oral and written presentations of policy and procedural changes to the Police Department administrative staff; and
provide documented research of various issues relating to these items, used to determine a course of recommendation.

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 9/15

TO/pg

CS4360.DOCX

PAY GRADE: 48

CS4635 (Grant-funded)

PAY GRADE: 48

EEO-Prof

NDOT SAFETY-No

SECURITY-Yes (Police Department Assignment)

NDOT RANDOM-No

DOT SAFETY - No

CDL-No

RESP-No

IND-9410

JOB FCTN-ADM

SWORN-No

INCREMENTS 42-200