



Class Code: 0017
FLSA: Non-exempt

City Manager Office Supervisor

General Class Purpose

The City Manager Office Supervisor manages the administrative support services for the City Manager's Office, Mayor and City Council; supervises the City Recorder function; and coordinates or provides a wide variety of complex administrative functions.

Distinguishing Features

The City Manager Office Supervisor is a single position classification. The employee supervises administrative support functions of a highly confidential and sensitive nature that impacts citywide administration. The work requires independent judgment and high-level office management skills.

The specialized knowledge of municipal government procedures and operations and the impact of the work to city administrative operations distinguish the City Manager Office Supervisor from the Office Supervisor II.

Supervision Received and Exercised

The employee receives direction from the City Manager or Assistant City Manager. The assigned duties require the exercise of judgment or choice among possible actions, sometimes without clear precedents and with consideration for the consequences of the action. The employee directly supervises clerical and technical staff, and is responsible for performance evaluations, training, selections and personnel actions. The incumbent also performs the section's most difficult and complex work.

Examples of Essential Duties and Responsibilities

The listed examples are illustrative of the classification and not intended to list all duties typically assigned to this classification. Employees in this classification may do all or some of the listed duties, or other related duties.

1. Manage the City Manager's office administrative support services; plan, prioritize, assign, supervise and review the work of assigned personnel; select train, motivate and evaluate staff; develop work standards and procedures for assigned support staff and work with employees to correct deficiencies; recommend improvements in work flow, procedures and use of equipment and forms.

2. Manage the City Recorder function including the supervision of staff, the development of policies and procedures and coordination of processes; oversee the City election, archival and Council agenda functions.
3. Review matters presented on the Council agenda; provide liaison to the Council and City staff regarding agenda item review; prepare weekly Council packet and distribute to Council, city departments and the public; monitor Council requests for information, research and compile information and report to Council members.
4. Serve as liaison and central point of information between the Mayor, City Manager, City Council, elected officials, other government agency representatives, citizen and special interest groups, City department heads and staff.
5. Collect, compile and analyze information from various sources on a variety of specialized topics related to projects for the City Manager, Council and Mayor; write reports which present and interpret data, identify alternatives and recommend actions.
6. Assist in a variety of office operations; coordinate or oversee the organization of special events requested by the City Manager, Council or Mayor; coordinate or lead committee and project meetings; coordinate receptions for City Council and management staff; make meeting arrangements and obtain needed resources such as equipment, interpreters or catering.
7. Participate in high-level administrative duties; administer the City Manager's office budget; assist in preparing comprehensive reports, preparing minutes of meetings, compiling budget requests, recommending expenditure requests for designated accounts and monitoring approved budget accounts; provide administrative support to various boards and commissions; coordinate calendars and arrange meetings; monitor correspondence for timely response and compose correspondence on behalf of others; manage the procurement and payment of materials and services.
8. Respond to inquiries and provide information regarding City operations, policies and procedures; screen visitors, telephone callers and electronic mail; respond to requests for information in writing, in person or by telephone; write press releases, newsletters and reports; monitor and respond to formal complaints; coordinate formal complaint hearings and appeal processes.

Minimum Qualifications Upon Entry

General knowledge of:

- Principles and practices of contemporary office management including typical equipment, computer systems and associated software
- Administrative and clerical procedures and systems such as word processing, filing and record-keeping systems, transcription methods, and other typical office procedures and terminology
- Operations, functions, policies and procedures typical to municipal government operations
- Principles and techniques of supervision, coaching, training and performance management
- Techniques of business letter writing and report preparation

- Principles and processes for providing customer and personal services including customer needs assessment, meeting quality standards for services and evaluation of customer satisfaction
- Structure and content of the English language including the meaning and spelling of words, rules of composition and grammar

Basic knowledge of:

- Principles and practices of public and budget administration
- Techniques and methods used for administrative research and statistical analysis

Skill to:

- Effectively and efficiently manage administrative operations and assigned staff
- Assemble, organize and present statistical, financial and factual information from a variety of sources
- Use modern office equipment, computers and associated software such as word processing, data entry and spread sheets
- Manage one's own time and the time of others
- Give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate and not interrupting at inappropriate times
- Train others and teach them how to do something
- Monitor and assess the performance of other individuals
- Motivate, develop and direct people as they work, identifying the best people for the job
- Communicate effectively verbally and in writing as appropriate for the needs of the audience

Ability to:

- Work independently in the absence of supervision
- Arrange actions or items in a certain order or pattern according to a specific rule or set of rules
- Determine when something is wrong or is likely to go wrong and take appropriate actions
- Act pleasant with others on the job and display a good-natured, cooperative approach

Experience and Education

A typical way to obtain the required knowledge, skills and abilities would be:

Three years experience related to supervising office operations or administrative services in a government setting, or an equivalent combination of related experience and education

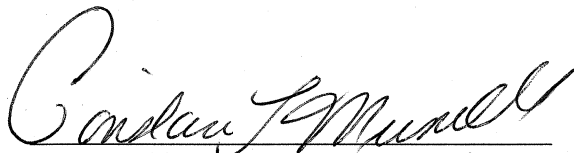
Physical and Mental Demands

The listed physical and mental demands are representative of those that must be met by an employee to successfully do the essential duties of this classification. Persons with disabilities

may be able to carry out duties with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis.

The City Manager Office Supervisor does sedentary work occasionally lifting up to 10 pounds and carrying such articles as papers, books, folders or lightweight office equipment. The employee will occasionally walk to other locations to attend or set up for meetings. The employee will regularly reach for or handle objects and use their fingers to operate equipment such as a computer keyboard or standard office equipment. The employee must listen to and understand information and ideas presented through spoken and written words and sentences. He or she will regularly use hearing to receive information and must verbally communicate ideas telephonically or in person, so others will understand. He or she must see details at close range. The employee works primarily indoors, protected from weather and in environmentally controlled conditions.

The employee applies principles of rational systems to solve practical problems. He or she must have the ability to use inductive and deductive reasoning, concentrate on a task over a period of time without being distracted, and be careful about detail when completing work tasks. He or she must maintain self-control and composure in difficult situations, and occasionally must work with unpleasant or angry people.



Approved by Human Resources Director
August 2006