CITY OF SAN JUAN CAPISTRANO

EXECUTIVE SERVICES MANAGER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Ensures responsible and complex professional management support to the City Council, City Manager, and, Deputy City Manager; coordinates City programs and internal controls; assists, advises, and represents the City Manager, City Council, and staff in a wide range of complex matters; acts as a liaison between the City and a variety of private, public, and community organizations, committees, legislative representatives, regulatory agencies and the general public; promotes and implements administrative standards, processes, and protocols; conducts studies and develops appropriate recommendations; fosters a cooperative working relationship among City departments and other governmental and regulatory agencies; attends meetings and prepares reports for the City Manager and City Council, and performs related work as required.

DISTINGUISHING CHARACTERISTICS

This single-position management class serves in a variety of administrative, coordinative, analytical, and liaison capacities, as required by the changing needs of the City and as directed by the City Manager. This position also serves as a stand-in for the City Clerk at Council meetings. Successful performance of the work requires knowledge of public policy, supervisory practices, municipal functions, and projects and programs in a variety of areas. The incumbent provides a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of work requires the use of considerable independence, initiative, and discretion within established policies.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the City Manager. Exercises direct supervision over technical and clerical staff.

ESSENTIAL FUNCTION STATEMENTS – Essential responsibilities and duties may include, but are not limited to, the following:

Essential Functions:

1. Manages the administrative operations of the City Manager's Department to ensure that responsible, complex, and confidential administrative support is provided to the City Manager, Deputy City Manager, and City Council;

2. Establishes and implements City-wide administrative standards, processes, and protocols; creates standardized templates and formats to ensure administrative consistency; Acts as City Manager designee for administrative processing and approvals.

3. Serves as back-up to the City Clerk; facilitates City Council meetings, prepares minutes, performs City Clerk operational functions as needed.

4. Prepares and edits a wide variety of complex and confidential reports, letters, memoranda, responses, statistical charts, speeches, proclamations, resolutions, ordinances, and special presentation documents; assists in reviewing agenda reports and minutes.

5. Assists the City Manager in monitoring City-wide issues; interprets and prepares data for studies, and presents information and recommendations to the City Manager and City Council; coordinates activities with other departments and agencies.

6. Oversees and performs sensitive, complex work focusing on contract development, oversight, and implementation; acts as team leader on interdepartmental projects with considerable impact on the City.

7. Represents the City by serving as a liaison between the City and residents, legislative organizations and representatives, outside governmental and municipal organizations; provides information and assistance.

8. Interprets and provides guidance regarding City policies and procedures; provides assistance regarding complex City policies, practices, and processes; recommends solutions to politically sensitive situations.

9. Monitors changes in laws or regulations that may affect City and/or departmental operations; monitors State impacts on the City; provides appropriate agenda reports on legislation.

10. Develops and implements operational and administrative policies within areas of responsibility.

11. Participates in selecting, training, supervising, and motivating, assigned staff; conducts performance evaluations; recommends appropriate personnel actions.

12. Provides professional administrative assistance to the City Manager.

13. Ensures that the City Council calendars are accurate; ensures timely preparation and distribution of meeting/event information, and ensures coordination of attendees and event logistics.

14. Prepares and issues press releases; updates the City's website.

15. Receives, investigates, and responds to complex and confidential inquiries from the public and outside agencies in a professional manner; conducts research; identifies and reports findings and takes necessary corrective action.

16. Prepares and administers assigned budgets; coordinates with staff in forecasting future requirements for equipment, supplies, and materials; monitors expenditures, and resolves discrepancies.

17. Facilitates, oversees, and supports City sponsored events and programs including but not limited to, the Citizen Leadership Academy and the adopted Marine Unit.

18. Performs other duties as assigned by the City Manager.

QUALIFICATIONS

Knowledge of:

- Principles, practices, procedures, and techniques of public administration, including goal setting, program development, implementation, and evaluation
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs; principles and practices of municipal government administration
- Applicable Federal, State, and local laws, codes, regulations, and policies, technical processes, and procedures
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures

- Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures
- Record keeping principles and procedures
- Modern office practices, methods, and computer equipment and applications related to assigned work
- English usage, grammar, spelling, vocabulary, and punctuation
- Techniques in effectively representing the City in contacts with governmental agencies, community groups, various businesses, professional, educational, and regulatory agencies
- Rules and regulations governing public meetings

Ability to:

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the assigned program areas
- Provide professional administrative support
- Prepare and administer assigned budgets
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations
- Select, motivate, train, and evaluate staff
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques
- Effectively administer special and highly sensitive projects, programs, and administrative activities
- Effectively represent the City and the department in meetings with City Council, governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations
- Conduct research projects, evaluate operations and processes, make sound recommendations, and prepare effective technical staff reports
- Establish and maintain a variety of record keeping and tracking systems
- Organize and prioritize projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines
- Interpret and apply City policies, procedures, laws and regulations relating to assigned activities.
- Understand the organization and operation of the City
- Independently prepare complex correspondence, reports, resolutions, proclamations, and memoranda.
- Operate and use modern office equipment
- Communicate effectively, both orally and in writing.
- Establish, maintain, and foster positive and cooperative working relationships with those contacted in the course of work.

Experience and Training Guidelines:
Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain knowledge and abilities would be:

Experience:

Five years of increasingly responsible administrative experience within a local government environment. Experience working with executive level employees and elected officials is strongly desired.

Training:

Equivalent to graduation from an accredited four-year college or university with major coursework in business or public administration, public policy, finance, or a related field. A master's degree in Business or Public Administration is desired. Additional years of administrative experience may substitute for educational requirements.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens.

Physical Conditions:

Essential functions require maintaining physical condition necessary for sitting for prolonged periods of time; extensive use of computer keyboard. Operate a motor vehicle and to visit various City and meeting sites.