



- Act as Office Manager, to ensure that the operations within the Town's Administrative Offices run smoothly.
- Support and assist the Town Manager and Town Council with administrative items.
- May be designated to serve as a Hearing Officer in matters of appeal, as provided for in the Town's Municipal Code.
- Lead teams of staff and consultants in completing complex, interdivisional, high-priority special projects.
- Manage high visibility departmental projects and activities and assist department heads in administration of departmental programs.
- Review and evaluate operational performance; develop and implement changes in policies and procedures.
- May assist in the preparation of Town budgets, master facilities plans, capital improvement programs, cost studies and fee schedules, and performance standards.
- Represent the Town in meetings of the Town Council, commissions, neighborhood groups, service organizations, and other public and private agencies.
- Publicize, promote, and provide information to the media and public on Town programs.
- Develop and assist with development of advertisements, press releases, and other collateral on behalf of the Town.
- Establish and maintain effective relationships with the community at large, the Town Council, and other public officials.
- Respond to emergency and problem situations in an effective manner.
- Draft ordinances, contracts, and resolutions.
- Research and/or author and track grant proposals.
- Assist in the administration and implementation of the risk management program.
- Other duties as assigned.

## **QUALIFICATIONS**

### Knowledge of:

- Techniques and practices of public speaking and making presentations before groups.
- Principles of record keeping and reporting.
- Techniques for effectively representing the Town in contacts with governmental agencies; community groups; various business, professional, and regulatory organizations; property owners; contractors; and the public.
- Techniques for providing a high level of customer service to public and Town staff, in person, and over the telephone.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned department.

- Strategic planning principles.
- Administrative principles, practices and trends of municipal government and supervision of staff, either directly or through subordinate levels of supervision.

Ability to:

- Identify and respond to Town Manager issues, concerns, and needs.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in supports of goals.
- Interpret and apply Federal, State, and local policies, procedures, laws, and regulations including the Brown Act and Public Records Act.
- Exercise judgment and sensitivity in confidential matters.
- Digest complex issues and explain to others in a concise and straightforward manner.
- Determine when to seek assistance, refer, inform, or escalate a problem; be innovative and willing to take initiative.
- Analyze and interpret research, evaluate alternatives, and reach logical, fact-based conclusions and recommendations.
- Understand and is commit to policy governance at the Council-level and apply this philosophy to interactions throughout the organization.
- Present proposals and recommendations clearly, logically, and persuasively in public meetings.
- Prepare clear, concise, and comprehensive correspondence, reports, and other written materials.
- Exercise good judgment in dealing with highly sensitive political, public policy, community, and employee issues and situations.
- Evaluate and recommend improvements in operations, procedures, policies, or methods.
- Maintain accurate records and files of work performed.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural and legal guidelines.
- Work independently and be a self-starter with the ability to see projects through to completion with little direct supervision.

Experience and Training:

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

Education/Experience:

Equivalent to graduation from a four-year college or university with major coursework in business, public administration, or a related field. In addition, four years of professional-level

programmatic, special projects management, and related administrative support experience. Supervisory experience is preferred.

Licenses:

Possession of, or ability to obtain within the state required time frame, a valid State of California Class C Driver's License with an acceptable driving record and must pass an appropriate background check prior to the hire date.

**TOOLS AND EQUIPMENT USED**

Personal computer, including word processing software, telephone, calculator, copy machine, and various other software programs.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Vision adequate to operate vehicles and office equipment, read instructions and follow directions; hearing adequate to converse on the telephone and in person; body mobility adequate to drive and perform required office duties including reaching and bending for files and related office items; use of hands and fingers adequate for operating vehicles, writing, typing, computer, copier, and fax machine and related functions; ability to lift office files, binders and small office equipment, as needed. While performing the duties of this job the employee is frequently required to stand, walk, sit, drive, use hands and fingers, handle or feel, reach with hands and arms, grasp, hold and manipulate office equipment and talk and hear. The employee is occasionally required to carry up to 25 pounds. The employee may be required to stoop, crawl, crouch, balance or climb short distances. Specific vision ability required by this job includes close vision, color vision, peripheral vision, depth perception and ability to adjust focus with or without ocular aides.

**REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in writing, orally or in diagram form and analyze and resolve problems involving a variety of situations, using standard industry and departmental processes and/or procedures. Ability to define problems, collect data, establish facts, and articulate valid conclusions, and interpret an extensive variety of regulatory or technical instructions.

**WORK ENVIRONMENT**

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment is typical of an office setting with associated noise from office equipment, building HVAC, customers, and other employees. Position is required to attend various meetings conducted during evening and weekend hours. Some assignments may include working outdoors in a variety of weather conditions.

**GENERAL**

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

**Received and Reviewed by:**

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**Employee Signature**

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**Date**