SENIOR ASSISTANT TO THE CITY COUNCIL

DEFINITION
Under general supervision, provides professional, technical and administrative assistance to City Council Members, Executive Assistant to the Mayor and City Manager, and the City Manager or Designee.

ESSENTIAL FUNCTIONS
(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class). Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

TASKS
• Serves as a liaison between City Council members and the community with assistance to inquiries and/or complaints;
• Analyzes, interprets and explains City policies and procedures to the general public;
• Represents City Council members at special events in times of absence;
• Coordinates, contacts and confirms speakers and/or participants for City events;
• Communicates and updates City Manager and other executives on confidential issues involving requests by City Council members;
• Composes and types confidential correspondence;
• Conducts surveys and performs research and statistical analysis to complete assigned projects.
• Maintains calendar of events and activities for City Council;
• Informs council members of pertinent information and action items that require immediate attention;
• Schedules appointments and meetings for elected officials;
• Receives, screens, sorts and delivers incoming and outgoing mail;
• Provides customer service and assistance to citizens with questions, comments or complaints;
• Maintains and monitors Council member budgets, financial files and records; creates and develops newsletters, flyers and press releases;
• Prepares staff reports and project memos for City Council members.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS
• Knowledgeable of City and Department policies and procedures, event planning techniques and quality customer service methods;
• Skilled in assessing and prioritizing multiple tasks, projects and demands, working within conflicting deadlines to complete projects, providing and following oral and written instructions and in establishing and maintaining productive working relationships;
• Ability to effectively communicate verbally and in writing with all levels of staff and public, resolving conflicts with professionalism and tact, and maintaining a professional appearance at all times.
• Proficient in operating a personal computer hardware and software packages

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS
Work is performed in an office environment. Work may require frequent standing, walking, bending and lifting up to 10 pounds. Incumbents in this classification may be exposed to repetitive motion and vision to monitor.

QUALIFICATIONS
Bachelor’s degree from an accredited college or university in Public Administration, or closely related field, AND four (4) years’ experience performing administrative support in a local government OR an equivalent combination of education and experience. Must possess at the time of application and maintain a valid California Driver’s License.