

TITLE: Assistant to the City Manager

CM02

DEPARTMENT: City Manager, City of Franklin

JOB SUMMARY: Under general direction, manages major City programs, contracts and interdepartmental projects; administers marketing plans, community information, legislative advocacy, and intergovernmental relations programs; participates as member of the executive management team and supports the City Manager and City Council; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

The Assistant to the City Manager manages complex and sensitive special projects, contracts and initiatives having regional, community relations, and staff development impacts. Develops creative approaches to design, marketing programs, and City services.

MAJOR DUTIES:

- Participates with City Manager in framing Council's vision and strategies for accomplishing organizational initiatives; advocates City, Federal, State, and regional cooperation where opportunities exist to further the City's and region's goals.
- Represents and supports the City Manager with City Council, employee and citizen group discussions and meetings. Monitors the pending items list, and keeps the City Manager informed about projects and issues of importance to Council. Provide the City Manager with accurate and timely information to support decision-making and policy direction.
- Work with City leadership to design and facilitate strategic organizational development initiatives and operational interventions consistent with the organization's objectives related to strategic planning, leadership development, change management, process improvement, coaching, and team building.
- Monitors initiatives and strategy implementation to ensure departmental operation plans are aligned to the City's overarching strategies.
- Works with leadership to anticipate organizational risks and develop mitigation strategies.
- Promotes innovation, critical thinking and creativity in developing approaches and solutions to City needs. Empowers all levels of staff to be proactive and participatory. Promotes, encourages and leads collaboratively in seeking new ways to share resources, ideas and best practices in order to optimize service delivery organization wide.

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- Conducts research and special projects and assures implementation of programs developed and initiated by the Mayor and City Council. May direct the development of programs to address citizen needs to include citizen involvement. Coordinates with Department Heads or other appropriate parties to respond citizen inquiries.
- Creates, coordinates and implements marketing and communications strategies for the City in concert with other parties; establishes and maintains media relations and considers appropriate dissemination of public information.
- Directs the preparation of the newsletters, reports, publications, press release, and other materials.
- Compiles, writes and edits activity reports, agenda reports, committee reports, memos and correspondence on behalf of City Manager and City Council.
- Plans, coordinates and participates in the development of the City's long-term strategic plan and the implementation of ongoing programs and services.
- Provides oversight for the City's records management program, including Freedom of Information Act (FOIA) response coordination.
- Manages and oversees the City's legislative affairs, ensuring appropriate advocacy efforts are carried out at the state and federal level.
- Attends or conducts staff, department head, City Council, or other professional meetings and provide support to elected officials who serve on national or state committees and organizations.
- Manages the City's social media pages.
- Performs work involving the application of logical principles and thinking to solve practical problems within or applying to a unit or division of the organization.
- Uses mathematics involving the practical application of fractions, percentages, ratios, proportions or measurements, logarithmic, or geometric construction.
- Reads scientific and technical journals, abstracts, financial reports, or legal documents; speaks before professional and civic groups, participates in panel discussions and speaks extemporaneously on a variety of subjects.

- o Performs advanced professional level work in the analysis or interpretation of methods of a scientific, engineering, or legal nature and formulates recommendations on the basis of such analysis.
- o Makes decisions as a major part of the job, affecting a major segment of the organization and the general public; develops policies and practices.
- o Completes special projects and perform other job duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- o Requires a thorough working knowledge of municipal organizations and operations and related familiarity with state, federal and other local agencies and organizations.
- o Requires a thorough working knowledge of strategic planning and organizational development concepts and approaches.
- o Requires a thorough working knowledge of public policy philosophies and concepts.

SUPERVISORY CONTROLS: The City Manager assigns work in terms of department goals and objectives. The supervisor reviews work through conferences, reports, and observation of department activities.

GUIDELINES: Guidelines include employees, contractors, the general public, federal, state, and local officials, and other individuals or groups doing business with the City.

COMPLEXITY: The work consists of varied management, administrative, and supervisory duties. The diversity of tasks contributes to the complexity of the position.

SCOPE AND EFFECT: The purpose of this position is to assist the City Manager with oversight and management of administrative functions. Successful performance in this position contributes to the well-managed growth and development of the City.

PERSONAL CONTACTS: Contacts are typically with other City personnel, elected and appointed officials, and members of the general public.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information, motivate personnel, resolve problems, provide services, and negotiate or justify matters.

PHYSICAL/ MENTAL DEMANDS AND WORK ENVIRONMENT: The City of Franklin is an Equal Opportunity Employer. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions

of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL AND SENSORY DEMANDS: While performing the duties of this job, the employee is regularly required to sit, talk or hear, both in person and by telephone, use hands to finger, handle, feel, or operate standard office equipment; and reach with hands and arms. Some lifting, carrying, pushing and/or pulling of objects and materials of light-weight (5-10 pounds). Tasks may involve extended periods of time at keyboard or work station.

Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.

MENTAL DEMANDS: While performing the duties of this position, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve complex problems; use math and mathematical reasoning; perform highly detailed work under changing, intensive deadlines on multiple concurrent tasks; work with constant interruptions; and interact with officials and the public.

WORK ENVIRONMENT: The work is typically performed in an office and the noise level is usually quiet. Essential functions are regularly performed without exposure to adverse environmental conditions. Occasional travel is required to attend business and public meetings.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: This position may have direct supervision.

SPECIAL REQUIREMENTS: Employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies. Emergency operations support work and work locations may be outside of normal duties.

MINIMUM QUALIFICATIONS:

- o Requires a bachelor's degree in public policy, public administration, or a public service related field.
- o In addition to satisfying the vocational/educational standard, this position requires a minimum of three (3) years of progressively responsible management experience in strategic planning, and/or organizational development.

PREFERRED QUALIFICATIONS:

- Masters degree in public administration or business administration.
- Experience in local government administration