



TOWN OF HILLSBOROUGH
REVISED: 2/2017
REVISED: 1/13/2020
UNREPRESENTED UNIT
FLSA: EXEMPT

ASSISTANT CITY MANAGER

DEFINITION

Under administrative direction, provides highly responsible and complex management assistance to the City Manager and City Council in coordinating interdepartmental activities and internal operations; assists the City Manager in executing the long-term Town goals; ensures quality services provision to the residents of the community; coordinates assigned activities with Town departments; interacts with officials, outside agencies, and the public; fosters cooperative working relationships with staff, intergovernmental and regulatory agencies, and various public and private groups; provides highly responsible and complex professional input and analysis to the City Manager in areas of expertise; acts as City Manager in the City Manager's absence; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the City Manager. The work provides for a wide variety of independent decision-making, in compliance with legal and general policy and regulatory guidelines. Exercises supervision over assigned management, supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

This executive management classification participates in all activities of the Town's operations, including short- and long-term planning and policy development and administration. The incumbent interacts with the City Council and departmental representatives in obtaining and coordinating projects and information. Successful performance of the work requires knowledge of public policy, municipal functions, and activities, including representing the Town at public functions and the ability to develop, oversee, and implement projects and programs in a variety of areas. The incumbent is accountable for accomplishing assigned activities within general policy guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assists the City Manager in planning, organizing, and directing the services and activities of Town departments and programs.

- Implements directives and policies from the City Manager; provides assistance to department directors in implementing programs and projects; works with department directors to identify and resolve organizational and operational problems both within departments and across departmental lines.
- Participates in the implementation of goals, objectives, policies, procedures, and work standards for assigned programs and projects.
- Contributes to the overall quality of the Town's service by recommending policies and procedures to meet legal requirements and Town needs; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement.
- Selects, trains, motivates, and directs assigned staff; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.
- Monitors legal, regulatory, technology, and societal changes and court decisions; recommends equipment acquisition, training programs, and procedural changes to ensure retention of qualified staff and the provision of services to the community in an effective, efficient, and economical manner.
- Participates in the development and administration of the City Manager's Office budget.
- Assists in the planning, development, and administration of comprehensive human resources, public information, elections management, legislative, and records management programs.
- Manages the planning and administration of risk management programs including liability insurance and property claims management.
- Manages the planning and administration of information technology program; directs the development and implementation of the Town's Information Technology Master Plan.
- Represents the Town in meetings with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations; may act as a Town liaison with the media.
- May conduct a variety of Town organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Attends and participates in professional group meetings; participates in and makes presentations to the City Council and a wide variety of committees, boards, and commissions.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the City Manager.
- Responds to public inquiries and complaints and assists with resolutions and alternative recommendations.
- Serves as the Town's Skelly hearing officer.
- Serves as acting City Manager in the absence of the City Manager.
- Performs other duties as assigned.

Knowledge

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of strategic plan development.
- Principles and practices of budget administration.
- General principles of risk management related to the functions of the assigned area.
- Principles, practices, and procedures of public administration in a municipal setting.
- Functions, authority, responsibilities, and limitations of an elected City Council.
- Technical, legal, financial, and public relations problems associated with the management of assigned programs.
- Applicable federal, state, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility.
- Methods and techniques of developing technical and administrative reports and business correspondence.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Town staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability

- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Work cooperatively with, provide staff support to, and implement the policies of the City Manager and City Council.
- Provide administrative and professional support to all staff and departments at the Town.
- Perform assigned functions in an ethical and transparent manner.
- Prepare and administer projects; deliver results in a timely and cost-effective manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively represent the Town in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.

- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Direct the establishment of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Equivalent to graduation from an accredited four-year college or university with major coursework in public or business administration, public policy, finance, or a related field and seven (7) years of management or administrative experience in a public agency setting or in a related administrative/managerial capacity involving responsibility for agency-wide planning, organization, and implementation, including four (4) years of management experience.

Licenses and Certifications:

- Possession of, or ability to obtain, and maintain a valid California Driver's License.
- Possession of, or ability to obtain, a Credentialed Government Leader certification is highly desirable.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer and to operate a motor vehicle and to visit various Town and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 15 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.