



Career Service Authority

City Council Aide II

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GENERAL STATEMENT OF CLASS DUTIES

Performs paraprofessional level work assisting city council members in the execution and application of a specific administrative function(s) to the operations of their office.

DISTINGUISHING CHARACTERISTICS

The City Council Aide II class is distinguished from the City Council Aide I class by the nature of the work performed. The City Council Aide I provides administrative/secretarial support or office management to City Council member. The City Council Aide II class is also distinguished from the City Council Aide III class which has policy and legislative analyst duties.

A City Council Aide II is responsible for administrative functions which are typically performed by an administrator or professional level class that have been delegated by the manager to support an operational or functional area(s). The City Council Aide II class is responsible for operational analysis as it relates to the specific administrative functions that are assigned to the position. Positions in the City Council Aide II class may be assigned supervisory responsibilities, but they are incidental and secondary to the administrative functions performed by this class.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

By position, may supervise other Council staff.

ESSENTIAL DUTIES

Implements and coordinates specific administrative functions* by exercising limited decision making authority over essential elements of the function.

Responds to constituent inquiries and problems by assessing the needs of the constituent, contacts the appropriate city department, and follows up to ensure the situation is resolved.

Assists council members in meeting and presentation preparation by conducting research to collect necessary information, drafting appropriate documents, and briefing the council member as appropriate.

Develops and distributes communications materials for the council member's office including newsletters and websites and manages databases.

By position, participates in budget development by identifying and quantifying both ongoing and special budgetary requirements and provides justifications for requested budget items and amounts.

Performs other related duties as assigned or requested.

* Administrative functions that are delegated to City Council Aide II positions include but are not limited to operational analysis, reporting and evaluation, information management, purchasing, and/or procurement.

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Integrity/Honesty – Displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self and others; chooses an ethical course of action, and is trustworthy.

Reasoning – Identifies rules, principles or relationships that explain facts, data or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts graphs or tables; applies what is learned from written material to specific situations; learns from written material by determining the main idea or essential message and recognizes correct English grammar, punctuation and spelling.

Conscientiousness – Takes on added responsibilities when requested; completes multiple work assignments on time; learns new skills to enhance own work and teaches others.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern and politeness to others and relates well to different people from varied backgrounds and different situations.

Writing – Recognizes or uses correct English grammar, punctuation and spelling; communicates information in a succinct and organized manner; produces written information, which may include technical material that is appropriate for the intended audience.

Listening – Listens to moderately complex or detailed information to acquire a working knowledge about a topic or assignment; responds appropriately.

Speaking – Explains general information of moderate difficulty to individuals or small groups both in one-way communication and with significant exchange of information.

Decision Making – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks and evaluates and chooses the best alternative in order to make a determination, draw conclusions or solve a problem.

Self Management – Sets general goals and priorities for own work; carries out several assignments simultaneously; completes assigned work on time.

Flexibility – Rearranges a moderate amount of work priorities to accommodate occasional and temporary changes in the office or in project resources or goals.

Customer Service – Works and communicates with clients and customers to satisfy their expectations and is committed to quality services.

Memory – Recalls information that has been presented previously.

Teamwork – Performs routine tasks to assist coworkers in the immediate work area; follows instructions to complete assignments.

Knowledge of rules, policies and procedures regarding assigned management functions sufficient to be able to administer them within an established framework.

Knowledge of budget policies and procedures sufficient to be able to assume budgetary responsibilities as required.

Knowledge of supervisory principles and practices sufficient to be able to establish priorities, assign and review work and resolve problems.

Skill in independently adapting, interpreting and applying written guidelines, precedents and standardized work practices to a variety of unprecedented and problematic situations.

Skill in analyzing current operations, policies and procedures and assisting in implementing change.

Skill in utilizing the principles and practices of effective and persuasive communication to elicit information, negotiate problem resolution and/or garner support for various programs or policies.

Skill in researching and analyzing information related to the work assignment.

Skill in identifying problematic situations related to procedures and implementing changes to correct situation.

Skill in maintaining and organizing district records, reports and files, including developing and maintaining databases and spreadsheets.

Physical Demands:

Carrying: Transporting an object, usually by hand, arm or shoulder.

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Working Environment:

Occasional pressure due to multiple calls and inquiries.

Subject to many interruptions.

Education Requirement:

Associate Degree in Public Administration, Business Administration, or a related field.

Experience Requirement:

Two years of experience performing specialized and/or technical office support work of the type and at the level of Administrative Support Assistant IV.

Education/Experience Equivalency:

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 04/22/2007

ESTABLISHED BY: Bruce Backer

REVISED DATE:

REVISED BY:

CLASS HISTORY: This is a new class.