



## Career Service Authority

# Strategic Advisor

Page 1 of 6

### GENERAL STATEMENT OF CLASS DUTIES

Performs advanced, specialized professional level work by serving as a key advisor to an Appointing Authority/Executive, providing advice and counsel on a wide range of highly complex strategic, policy, organizational, and management issues, and making recommendations that have significant and long-term impact on city/departmental policies and priorities.

### DISTINGUISHING CHARACTERISTICS

This class acts as a “chief of staff” to an Appointing Authority/Executive; consequently, a department would have only one Strategic Advisor position. The work of a Strategic Advisor has city-wide impact and deals with futuristic implications.

A Strategic Advisor is distinguished from a Management Analyst IV that performs specialized, complex, and multi-dimensional analytical work which includes conducting and executing studies/projects for areas with little or no procedural precedent which have city-wide and/or major department(s) policy implications and providing top level management with information necessary for decision-making and long-range organizational planning. A Strategic Advisor is distinguished from a Manager I that manages an operational and/or functional area(s) and performs some elements of supervision by recommending and implementing plans, procedures, policies, programs, and projects. Additionally, a Strategic Advisor is distinguished from a Manager II that directs and manages an operational and/or functional area(s) by developing objectives while implementing strategies and managing plans, programs, and projects.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally in the form of stated objectives only, with issues and factors largely undefined, requiring the employee to exercise creativity and ingenuity in devising criteria, techniques, strategy and methodologies for approaching assigned functions or projects.

Duties performed involve concepts, theories and concrete factors to be evaluated and weighed, requiring a high degree of analytical ability, and independent judgment and decision-making.

Work assignment is generally unstructured and employee is responsible for organizing complex, varied and simultaneous coordination of several functions, programs or projects in various stages of completion.

#### ***Level of Supervision Received and Quality Review:***

Under executive direction, the employee is delegated personal responsibilities and authorities over a department division, agency or department. Agency manager or director, the Mayor, cabinet member or a commission or board, may review work for soundness of judgment and conclusion.

***Interpersonal Communications and Purpose:***

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion and judgment and specialized knowledge are required in carrying out the programs and policies of an organization.

***Level of Supervision Exercised:***

By position, performs supervisory or lead work duties.

**ESSENTIAL DUTIES**

Serves as an advisor or “chief of staff” to Appointing Authorities/Executives and makes recommendations that shape policies that have significant long-term impacts on the city’s resources, priorities, and direction.

Researches and analyzes sensitive, controversial, and/or highly visible policy issues, defines/frames issues, determines appropriate methods of approach, and conducts or facilitates analysis of relevant data including best practices.

Develops proposals, recommendations, and short and long term policy options, devises implementation strategies and their impact including developing internal and external involvement strategies, and discusses with Appointing Authorities/Executives recommendations, options, alternatives, and courses of action that most effectively achieve overall city goals.

Participates in the analysis of proposed legislation, regulation, and/or other significant issues related to the city’s priorities, goals, and services and represents the city at meetings and intergovernmental activities to influence legislative and/or regulatory change, garner support, shape opinions, and advocate controversial positions in order to achieve the city’s goals, interests, and needs.

Acts as a technical expert in a specific field and provides leadership, focus, and direction to cross functional, departmental, and/or jurisdictional teams in order to achieve important city objectives related to the city’s priorities.

Cultivates, fosters, and maintains positive working relationships with representative from agencies, departments, community and business groups, legislative officials, and other stakeholders to gain their cooperation and support to further organizational interests and objectives.

By position, performs lead work or supervises employees, provides guidance and technical support, and assists employees with difficult and/or unusual assignments.

Performs other related duties as assigned.

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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:***

**Administration and Management** – Knowledge of business and management principles involved in strategic planning, resource allocation, leadership technique, production methods, and coordination of people and resources.

**Law and Government** – Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.

**Teamwork** – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

**Influencing/Negotiating** – Persuades others to accept recommendations, cooperate, or change their behavior, works with others toward an agreement, and negotiates to find mutually acceptable solutions.

**Interpersonal Relationship and Service Orientation** – Demonstrated competency in working with a wide range of government departments with diverse business needs, interests, expectations, and requirements.

**Reading** – Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

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

**Planning and Evaluating** – Organizes work, sets priorities, and determines resource requirements, determines short- or long-term goals and strategies to achieve them, coordinates with other organizations or parts of the organization to accomplish goals, and monitors progress and evaluates outcomes.

**Project Management** – Applies principles, methods, or tools for developing, scheduling, coordinating, monitoring, evaluating, and managing projects and resources including technical performance.

**Conflict Management** – Manages and resolves conflicts, grievance, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

**Problem Solving** – Identifies problems, determines accuracy and relevance of information, uses sound judgment to generate and evaluate alternatives, and makes recommendations.

**Customer Service** – Works with customers to assess needs, provide assistance, resolves problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

**Technical Competence** – Uses knowledge that is acquired through formal training and extensive on-the-job experience to perform one's job, works with, understands, and evaluates technical information related to the job, and advises others on technical issues.

**Diversity** – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

**Integrity/Honesty** – Contributes to maintaining the integrity of the organization, displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and is trustworthy.

**External Awareness** – Identifies and understands economic, political, and social trends that affect the organization.

**Organizational Awareness** – Knows the organization's mission and function and how its social, political, and technological systems work and operates effectively with them including the program, policies, procedures, rules and regulation of the organization.

**Oral Communication** – Expresses ideas and facts to individuals or groups effectively, makes clear and convincing oral presentations, listens to others, and facilitates an open exchange of ideas.

**Leadership** – Inspires, motivates, and guides others toward goals, coaches, mentors, and challenges staff, adapts leadership styles to various situations, and models high standards of honesty, integrity, trust, openness, and respect for individuals by applying these values daily.

**Flexibility** – Is open to change and new information, adapts behavior and work methods in response to new information, changing conditions, or unexpected obstacles, and effectively deals with pressure and ambiguity.

**Self-Management** – Sets well-defined and realistic personal goals, displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner, works with minimal supervision, is motivated to achieve, and demonstrates responsible behavior.

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

**Vision** – Understands where the organization is headed and how to make a contribution, takes a long-term view, and recognizes opportunities to help the organization accomplish its objectives or move toward the vision.

**Interpersonal Skills** – Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

**Attention to Detail** – Is thorough when performing work and conscientious about attending to detail.

**Decision Making** – Makes sound, well-informed, and objective decisions, perceives the impact and implications of decisions, commits to action even in uncertain situations to accomplish goals, and causes change.

**Creative Thinking** – Uses imagination to develop new insights into situations, applies innovative solutions to problems, and designs new methods where established method and procedures are inapplicable or are unavailable.

**Information Management** – Identifies a need for and knows where and how to gather information and organizes and maintains information or information management systems.

Knowledge of planning, coordination, and execution of business functions, resource allocation, and production.

Knowledge of financial analysis and research techniques sufficient to be able to determine what information is needed and secure, analyzes desired information, and integrates research into reports and/or databases.

***Physical Demands:***

Sitting: remaining in the normal seated position.

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

Hearing: perceiving the nature of sounds by the ear.

***Working Environment:***

Pressure due to multiple calls and inquiries.

Subject to many interruptions.

***Education Requirement:***

Baccalaureate Degree in Business Administration, Public Administration, Management, or a related field.

***Experience Requirement:***

Three years of professional experience at the type and level of Management Analyst III or planning and conducting operational and/or management studies including determining study methods and procedures, analyzing data, developing recommendations and implementation strategies, and preparing reports of findings and recommendations.

***Education/Experience Equivalency:***

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

***Licensure and/or Certification:***

By position, requires a valid driver's license at the time of application.

**CLASS DETAIL**

**FLSA CODE:** Exempt

**ESTABLISHED DATE:** 1/16/2002

**REVISED DATE:** 06/12/2011

**REVISED BY:** Patricia Anderson

**CLASS HISTORY** This class has been revised and updated. The job responsibilities and General Statement of Duties have been updated as part of the Analyst Study.