



Office of Human Resources
City Council Aide Senior - YA2246

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General Statement of Duties

Performs specialized professional level work in support of an elected city council member and provides guidance and advice to council members or other interest groups on technical, systems, or process-related topics while advising council members in making decisions to benefit their constituents.

Distinguishing Characteristics

This class is distinguished from the City Council Aide, who performs professional level work facilitating communication between the community, other city agencies/departments, and other city council offices and staff while managing the daily operations of a council office under the supervision of the Council member. Incumbents of this classification may require working weekends and non-traditional hours.

Incumbents are prohibited from campaigning and participating other certain political involvement and activities on city time and must comply with all applicable city policies, procedures, and rules.

Essential Duties

Conducts research, surveys, and performs analysis of complex problems or issues in areas where special expertise or knowledge is required, recommends solutions to complex policy issues, and implements action(s) for appropriate resolution as necessary. Prepares and presents reports and findings on legislative and district issues.

Attends meetings, trainings, conferences, and other functions at the Council Member's direction and represents the Council Member at selected meetings and functions. Represents city council members at meetings and functions as a liaison between the city council member and the administration. Serves as a proxy and represents the council member in their absence at meetings and is the spokesperson or public information officer to the media for the council office. Assists in the development and tracking of district budgets and expenditure control.

Responds promptly to constituent complaints or inquiries by gathering information, coordinating with city staff or others; discusses complicated or complex constituent complaints or inquiries with the Council Member and receives direction; responds to constituents via letter, phone, or e-mail; researches and follows up on status of projects or pending issues.

Plans and/or participates in the development and implementation of projects and initiatives of the district or community. Develops, administers, and interprets surveys; focus groups; statistical data and other methods of information gathering to gauge the needs of the community. Produces communications or advisories for activities of interest, district events, special events or local media articles. Engages with other City agencies, external stakeholders, constituents, media, and other groups, and serves as liaison on behalf of the councilmember to address community issues or problems.

Develops communications and marketing strategy for the council office. Distributes materials for the council member's office including surveys, newsletters, social media postings, and websites. Manages software and platform of constituents and other contacts.

By position, provides training or work assignments to other staff, interns, or volunteers.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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.

Competencies

Customer Service – Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

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.

Problem Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

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.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict

Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

Knowledge & Skills

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

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

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

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

Ability to collect, organize and present complex information; ability to analyze and interpret pertinent laws, ordinances, and regulations.

Level of Supervision Exercised

By position, supervises other City Council staff.

Education Requirement

Bachelor's Degree.

Experience Requirement

Five (5) years of public sector experience or similar professional experience that includes office management, constituent services, community outreach, public relations, or communications which must include one year as a city council aide, legislative aide, or an equivalent position.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

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

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Pressure due to multiple calls and inquiries.

Subject to long, irregular hours.

Subject to many interruptions.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Carrying: Transporting or moving an object.

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Background Check Requirement

Criminal Check

Employment Verification

Education Check

By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: EX-10

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date: 5/21/2024

Revised By: BM

Class History: 9/16/2022 - Revised Probation Period; 11/27/2022 - Revised pay grade as a result of CN1744; 5/21/24 – Revised General Statement of Duties, Distinguishing Characteristics, Essential Duties, Knowledge & Skills, Experience Requirement and Working Environment.