



Office of Human Resources  
City Council Aide - YA2245  
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### General Statement of Duties

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.

### Distinguishing Characteristics

This class is distinguished from the Senior City Council Aide, which 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. 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

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.

Attends external meetings or events in the community, as self or liaison to the Council Member, during workdays and evenings, including neighborhood association meetings, community events or special meetings on urgent issues.

Responds to incoming 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. 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.

Assists council member during meetings and attends meetings in council member's absence. Manages and prioritizes council member's daily schedule. Develops communications and marketing strategy for council office. Distributes materials for the council member's office including surveys, newsletters, social media postings, and websites. Manages platform of constituents and other contacts. Manage and create visual and written content for newsletters, website, and social media. Manage TV, news, radio, and/or print media engagement.

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 resolution. Assists council members in meeting and presentation preparation by conducting research to collect necessary information, drafting documents, and briefing the council member as appropriate. Prepares and presents reports and findings on legislative and district issues.

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.

Oral Communication - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

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.

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**

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

**Level of Supervision Exercised**

None.

**Education Requirement**

Bachelor's Degree.

**Experience Requirement**

Two (2) years of years of public sector experience or similar professional experience that included office administration, constituent services, community outreach, public relations, or communications.

**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-07**

**FLSA Code: Y**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date: 5/21/2024**

**Revised By: BM**

**Class History: 9/16/22 - Revised Probation Period; 11/27/22 - Revised pay grade as a result of CN1744; 5/21/24 – Revised Distinguishing Characteristics, Essential Duties, Level of Supervision Exercised, Experience Requirement and Working Environment.**