



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.

Level of Supervision Exercised

By position, performs leadwork over other Council staff.

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.

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.

Assists council member during meetings and attends meetings in council member's absence.

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

Manages and prioritizes council member's daily schedule.

By position, assists with analysis, and research.

By position, participates in office budget management and expenditure tracking/reconciliation in adherence to city's fiscal rules and Council's Rules of Procedure.

Performs other related duties as assigned.

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.

Education Requirement

Bachelor's Degree.

Experience Requirement

Two (2) years of experience performing office administration and communications work in the public sector.

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 many interruptions.

Subject to traffic, roadways, and pedestrians.

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 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.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

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: A-807

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: