



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.

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.

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.

Represents city council members at meetings and functions as a liaison between the city council member and the administration.

Tracks and coordinates citizen zoning, licensing matters, and applications within the city council member's district.

Serves as the council member's office manager and plans and coordinates daily office operations.

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, contacting the appropriate city department, and following up to ensure the situation is resolved.

Handles confidential matters for city council member.

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.

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 databases of constituents and other contacts.

By position, supervises lower level staff in the council member office.

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.

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.

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

Level of Supervision Exercised

By position, supervises other City Council staff.

Education Requirement

Bachelor's Degree.

Experience Requirement

Three (3) years of administrative experience 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 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: A-810
FLSA Code: Y
Established Date: 9/21/2018
Established By: LS
Revised Date:
Revised By:
Class History: