



CITY OF RANCHO SANTA MARGARITA JOB DESCRIPTION

Assistant City Manager/Development Services Director FLSA Status: Exempt

DEFINITION

Under general administrative direction, performs highly responsible and complex management and administrative duties and undertakes a variety of special projects for the City Manager; assists the City Manager with the direction and coordination of the activities of all City departments; directly supervises assigned program areas; provides leadership in policy formation and implementation of policies and procedures; promotes effective and efficient operations throughout the organization by facilitating interdepartmental cooperation and sharing of resources; provides responsible staff assistance to the City Manager, City Council, and department heads; and serves as acting City Manager as required.

DISTINGUISHING CHARACTERISTICS

The Assistant City Manager/ Development Services Director is a department head and a member of the City's management team. Incumbent is expected to work with considerable independence and has overall management responsibility for all aspects of the Development Services Department, including Planning, Building & Safety, Code Enforcement and Economic Development functions, as well as Human Resources and additional programs as assigned by the City Manager. The position regularly interacts with the City Manager, City Council and departmental representatives in developing and coordinating projects. Position directly assists the City Manager in development of policies and municipal priorities for consideration and approval by the City Council; carries out City policy; assists in a wide variety of administrative, financial, and other projects; and acts on behalf and in the absence of the City Manager.

ESSENTIAL DUTIES

The essential duties of this classification include, but are not limited to, the following:

- Assume full management responsibility for all services and activities within the Development Services Department, including Planning, Building & Safety, Code Enforcement and Economic Development functions, including, but not limited to, contract and grant administration, budgeting, staffing, record keeping, legislative analysis, reporting requirements, and other activities specific to each program area

- Plan, organize, review, and direct programs relating to the attraction, retention, and expansion of business in Rancho Santa Margarita. Respond to inquiries pertaining to business development in Rancho Santa Margarita; provide guidance to business owners, property developers/investors, and other groups interested in economic development
- Direct and oversee the outreach, education, referral, case management, and intervention efforts relating to Rancho Santa Margarita residents experiencing homelessness
- Oversee Human Resources Manager in administration of employee benefits programs, classification and compensation studies, and recruitment activities
- Direct the development and implementation of assigned program goals and objectives; direct the forecast of necessary program funding; oversee the monitoring of and approve expenditures; direct the preparation of and implement assigned program budgets
- Plan, direct and manage, through subordinate level staff, Building & Safety, Code Enforcement, Planning/Community Development and Economic Development work plans; assign projects and programmatic areas of responsibility; review and evaluate work methods and procedures
- Establish, within City policy, appropriate service and staffing levels; monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; allocate resources accordingly
- Monitor and analyze relevant legislative and other governmental actions
- Respond to and resolve difficult and sensitive citizen inquiries and complaints
- Evaluate existing programs, and conduct a variety of citywide organizational and operational studies; recommend modifications to programs, policies and procedures as appropriate
- Research and analyze a variety of management and administrative issues; interview or coordinate with legal counsel, City Council, staff, citizens, public and others to obtain information; prepare necessary correspondence; prepare and present written and verbal reports on findings, and implement recommendations

- Participate on a variety of boards and commissions; attend and participate in professional group meetings; stays abreast of trends and innovations in government administration
- Work with other municipal, county, state and federal agencies on various administrative issues
- Prepare and present departmental reports and staff recommendations at City Council, Commission and professional meetings with representatives of the community, county, state and federal agencies, and professional associations
- Select, train, motivate and evaluate assigned department personnel; recommend or direct staff training; work with employees to correct deficiencies; implement discipline procedures as appropriate; and respond to staff questions and concerns
- Serve as Acting City Manager in City Manager's absence and represent the City Manager at a variety of community and official events and meetings

MINIMUM QUALIFICATIONS

Knowledge of:

Principles, practices, and techniques of public administration and local government administration

Operations, services, and activities of a comprehensive municipal planning and development services program including principles and practices of: zoning administration, urban design, economic development, municipal budget development and administration

Principles, practices and concepts of human resources administration; recruitment, selection, training and development

Principles and practices of public speaking, public contact, and community relations

Skilled critical thinking, problem solving, and conflict management

Networking approaches for identifying community support services, and state and federal assistance programs

Organizational and management practices as applied to the analysis and

evaluation of projects, programs, policies, procedures and operational needs; principles and practices of municipal government administration

Methods and techniques for writing and presentations, contract negotiations and management, business correspondence and information distribution; and research and reporting methods, techniques and procedures

Pertinent federal, state, and local laws, codes and regulations

Employee selection, supervision, motivation, training, and performance evaluation

Modern office practices, methods and computer equipment; related software application methods and procedures

Methods and techniques of effective customer service

Safe work and driving principles and practices

Ability to:

Provide effective administrative and professional leadership and direction

Effectively direct and provide citywide strategic planning recommendations

Plan, organize, direct, and evaluate economic development projects and programs

Direct the production of professional quality reports and materials

Prepare and administer complex division and program budgets; allocate limited resources in a cost effective manner

Effectively administer special projects with contractual agreements, and ensure compliance with stipulations; effectively administer a variety of City programs and administrative activities

Assist businesses in obtaining necessary permits, site analysis, and environmental reviews

Direct, supervise and evaluate the work of management, supervisory, professional and administrative personnel; delegate authority and responsibility

Establish and maintain effective working relationships with those contacted in the performance of required duties, including staff, City officials, outside agencies, business owners, developers, community groups and individual citizens

Research, compile, prepare, and analyze comprehensive financial, technical and statistical reports and documents

Evaluate operations and problems; recommend and implement efficiency and productivity improvements

Interpret, apply and ensure compliance with federal, state and local policies, procedures, laws and regulations

Effectively utilize software programs, including but not limited to, Microsoft Office, databases, e-mail, GIS, and other job related software

Provide courteous and responsive communications with the public; effectively communicate, both orally and in writing, for differing audiences

Use tact, initiative, prudence and independent judgment within general policy and legal guidelines in politically sensitive situations

Effectively represent the City and serve as Acting City Manager in the City Manager's absence or as the designee

Work nights, weekends and holidays if necessary to complete tasks on time, and to attend meetings and functions

Operate a motor vehicle safely

Training and Experience:

The following combination of education and experience is most typically likely to provide the requisite knowledge, skills and abilities:

Bachelor's degree from an accredited college or university with a major in economics, public administration, business administration, or a closely related field. Master's degree in a related field is highly desirable. Eight years of broad and increasingly responsible relevant experience, a portion of which involved supervising other professional staff.

Physical Standards:

Physical & Sensory Elements: Sufficient physical ability to work in an office setting; sit, stand, walk, reach, twist, turn, kneel, bend, squat, and/or stoop for prolonged periods of time; perform duties requiring grasping, repetitive hand movement, and fine coordination; lift, drag, and push/pull files, paper, and documents weighing up to 25 pounds; and operate office equipment. See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate office equipment. Hear in the normal audio range with or without correction.

Environmental Elements: Employees primarily work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may be required to travel to other locations and attend meetings. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing policies and procedures.

Tools and Equipment:

Personal computer, including word processing, spreadsheet, electronic calendar, power point software programs; telephone, fax, copier, postage machine and other modern office equipment as necessary. Engineering field equipment including but not limited to camera, video camera, tape measures, pavement marking tools, handheld speed sensors and vehicle/pedestrian counters.

LICENSE REQUIREMENTS

Must possess and maintain a valid California Driver's License and have a satisfactory driving record.

SELECTION GUIDELINES

All selection guidelines for this position are subject to City Council determination, and may include a formal City application, rating of education and experience, oral interview, and reference check. Job-related tests may also be required. Successful completion of a background review, including fingerprinting, may be required. Selected candidate will be required to provide written identification showing entitlement to legal residence in the United States.

The duties listed above are intended only as illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Note: All employees of the City of Rancho Santa Margarita are designated to be "Disaster Service Workers." In the event of a declared emergency or any undeclared emergency or natural disaster that threatens the life, health and/or safety of the public, employees

may be assigned to assist rescue and relief workers. Such assignments may be in locations, during hours and performing work significantly different from the employee's normal work assignments and may continue through the recovery phase of the emergency. (Per City Ordinance 03-04)

Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.

Classification Status: This is an "At Will" classification and not included in "Competitive Service" as defined in Section 2.04.040 of the Rancho Santa Margarita Municipal Code. Employment can be terminated with or without cause, or notice, at any time by either City or employee.

Approval Date: June 8, 2022