



## CITY OF RANCHO SANTA MARGARITA JOB DESCRIPTION

**Assistant to the City Manager**  
**FLSA Status: Exempt**

### **DEFINITION**

Under general direction, provides professional-level managerial support to the City Manager on various difficult, complex, and sensitive administrative matters; provides high-level research and analysis; reviews, reports, and monitors legislative and other intergovernmental activities with the City Manager and/or City Council; serves as the City's Public Information Officer (PIO); and implements the City's Emergency Management program.

### **DISTINGUISHING CHARACTERISTICS**

The Assistant to the City Manager is an advanced journey-level job class with responsibility for coordinating and overseeing a variety of complex and confidential matters including, but not limited to, legislative policy analysis and intra/intergovernmental relations. This key position performs assigned tasks in a highly sensitive and rapidly changing environment involving the City's elected officials and executive management team. The incumbent performs difficult, diverse, and confidential administrative duties in support of the City Manager in her interactions with Council Members, City department heads, officials of other governmental agencies, appointed boards and committees, community organizations and constituents.

### **ESSENTIAL DUTIES**

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

#### **General**

- Supports the City Manager, Assistant City Manager, and department directors on matters pertaining to assigned functions, programs and projects
- Conducts major analytical and research assignments, and develops recommendations on administrative policies, legislative analysis, and operational issues and problems with citywide impact
- Develops and assists in the development of strategies to accomplish City goals and objectives

- Provides guidance to City departments according to the directives of the City Manager; coordinates activities with those of other departments and outside agencies
- Directs and participates in the preparation and drafting of various documents, including but not limited to correspondence, reports, resolutions, ordinances, contracts, and presentation materials
- Researches, prepares and presents oral and written reports, responds to citizen inquiries
- Monitors, analyzes and evaluates legislation and other intergovernmental activities affecting the City; prepares and/or coordinates appropriate responses to legislation impacting City operations and/or the community at large
- Maintains effective and extensive professional relationships with representatives of other local, state and federal agencies
- Attends a variety of meetings and civic functions; serves as the City Manager's representative/staff liaison at meetings of City management and staff, commissions, committees and other organizations as needed
- Represents the city in multi-jurisdictional meetings and with community groups, advisory boards and other governmental agencies
- Attends professional training to stay abreast of industry best practices

Public Information Officer Duties:

- Plan, organize and direct public relations activities to enhance community understanding of City objectives, services and activities
- Prepare press releases; establish timelines for public relations projects; develop and implement City public information plans/strategies
- Perform various specialized duties in the research, organization, and design of public information
- Oversee, edit, and compose press releases, public service announcements, flyers and brochures, proclamations, certificates, and social media posts
- Prepare graphic design elements to accompany written material

- Communicate information and messages to the public, key stakeholders, governmental agencies, community groups and organizations, and internal customers
- Design, develop and create public information and education materials and collaterals, including promotional pieces, handbooks, guides, brochures, newsletters, booklets, pamphlets, flyers, signs, banners, presentations, FAQs, surveys, speeches, and other print/graphic materials
- Prepare website, social media, E-newsletter, speeches, remarks, scripts, graphic design, specialized software
- Training in AlertOC Mass notification system, and best practices in PIO technology advancement

**Emergency Management Duties:**

- Develop, implement, coordinate, and maintain a comprehensive citywide emergency management program, including; preparation and maintenance of the City's Emergency Plan and the coordination and training of the City's personnel as Disaster Service Workers
- Organize, equip, maintain, and review the effectiveness of the City's Emergency Operations Center (EOC) while keeping it available for immediate activation by operating and testing EOC equipment and systems, developing and reviewing activation and operation procedures, and stockpiling appropriate supplies
- Represent the City at meetings with partner agencies; and citizen, professional, and community groups; prepare and deliver presentations as requested; and answer inquiries in person and writing
- Administers the City's Community Emergency Response Team (CERT) program and coordinates volunteer activities
- Oversee the annual EMPG Grant to the City of Federal FEMA Funds to obtain the resources required to support the National Preparedness Goal's associated mission areas and core capabilities
- Coordinate disaster response drills and exercises in accordance with state and federal requirements
- Establish relationships and working partnerships with other emergency planning agencies and organizations

- Participate in the development and implementation of budgets for emergency preparedness activities
- Research, analyzes and develops recommendations regarding emergency preparedness programs and procedures, pending legislation, and policies; prepares and presents written and oral reports
- Is available to respond at any time (24 hours/day, 7 days/week) to an emergency situation impacting the City
- Maintain certification in Standardized Emergency Management System (SEMS), National Incident Management System (NIMS), Operational Area concepts, and Federal Emergency Management Agency Professional Development

#### Passport Acceptance Facility Manager

- Oversee City's Passport Acceptance Facility, serve as Managing Agent, oversee agents and supervise Office Assistant; responsible for annual certification
- Ensure office maintains passport issuance principles, practices, methods, and techniques to adjudicate applications using precedents and guidelines that apply to most situations encountered
- Knowledge of rules and regulations pertaining to birth, identity, and citizenship matters concerning the examination and adjudication of applications for passports, maintain agent status and conduct annual audit readiness, liaison with US State Department as City Representative
- Performs related duties as required

#### **MINIMUM QUALIFICATIONS**

##### **Knowledge of:**

Organization, operation, and services of the City and of outside agencies as necessary to assume assigned responsibilities

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

Operations, services, and activities of an office administrative support program

- Methods of analyzing, evaluating, and modifying administrative procedures
- Principles and practices of municipal budget preparation and administration
- Functions of public agencies, including the role of an elected Council and appointed boards and commissions
- Rules and procedures governing the notice and conduct of public meetings
- Pertinent federal, state, and local laws, codes, and regulations
- Research and reporting methods, techniques and procedures
- Sources of information related to a broad range of municipal programs, services and projects
- Principles and practices of sound business communication
- Principles of business letter writing and report preparation
- Communications techniques used to gather, evaluate and transmit information
- Written communication techniques for report writing and preparing correspondence, policies and procedures
- Principles of supervision, training, and performance evaluation
- Office procedures, methods, and equipment including computers
- Computer applications such as word processing, spreadsheets, and databases
- Records management principles and procedures including record keeping and filing principles and practices
- English usage, spelling, grammar, and punctuation
- Customer service and public relations methods and techniques

**Ability to:**

- Plan, organize, and carry out a full range of administrative and analytical assignments from the City Manager with minimal supervision and direction

Perform difficult and complex analysis and research on a variety of administrative topics, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals

Analyze, interpret, summarize and present administrative and technical information and data in an effective manner

Prepare clear, concise, and comprehensive administrative, financial, and technical reports.

Evaluate and develop improvements in operations, procedures, policies and methods

Identify and respond to sensitive community, organizational, and City Council issues, concerns, and needs

Respond to inquiries or complaints from customers, regulatory agencies, or members of the business community

Read and interpret complex data, information, and documents

Plan, organize, direct, and coordinate the work of staff

Select, supervise, train, and evaluate staff

Recommend and implement goals, objectives, policies, and procedures for providing office administrative and secretarial support functions

Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities

Understand, interpret, and apply general and specific administrative and departmental policies and procedures

Understand, interpret, explain and apply applicable federal, state and local policies, laws and regulations

Participate in the preparation and administration of assigned budget

Prepare clear, accurate and concise records and reports

Establish, organize, and maintain complex, specialized and extensive office files and records

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications

Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person

Work on multiple, concurrent projects with strict deadlines and with frequent interruptions

Organize, set priorities and exercise sound independent judgment within areas of responsibility

**Training and Experience:**

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Education/Training:**

A Bachelor's degree from an accredited college or university with major course work in public administration, business administration, or a related field. A Master's degree in a related field is desirable.

**Experience:**

Five years of increasingly responsible administrative and analytical experience within a local government environment including two years of supervisory experience. Experience in a municipal government setting dealing with elected and appointed officials is highly desirable.

**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.

**Licenses:**

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