



CITY OF RANCHO SANTA MARGARITA JOB DESCRIPTION

MANAGEMENT AIDE

DEFINITION

Under direction, performs a variety of responsible technical and administrative duties and special projects in support of Department programs and functions; provides responsible administrative and technical assistance to staff in support of assigned programs and operations; participates in the coordination of assigned programs with other departments, outside vendors and agencies, and the public. Performs general research and prepares reports as needed. Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the entry level classification to the Management Analyst series. The Management Aide possesses a basic level of specialized, technical and functional expertise in their assigned program area. This class is distinguished from the Management Analyst and Senior Management Analyst by the degree of responsibility and accountability assigned, and by the performance of more routine tasks and assignments. Employees at this level possess basic knowledge of assigned Department/Division operations and practices. The Management Aide will receive direction and supervision on assigned programs and functions on a more regular basis than a Management Analyst. This classification reports to an assigned Department Head/Division Manager and may receive direction from the City Manager.

ESSENTIAL DUTIES

The following functions are typical for this classification. Incumbents may not perform all of the listed functions and/or may be required to perform additional or different functions consistent with business needs and position qualifications.

- Provides responsible technical and administrative assistance in the monitoring of assigned programs and services.
- Collect, compile and analyze information from various sources on a variety of topics related to City or Department programs and operations.
- Conduct surveys, perform research, analyze data, and prepare reports on assigned programs, services or issues. Develop charts, maps, graphs, spreadsheets and presentations.

- Monitor and coordinate the daily operation of one or more Department/Division programs or services; performs administrative detail work and maintains appropriate records and documents related to assigned programs and services.
- Participate in the preparation and dissemination of assigned budget(s); maintain appropriate budgetary controls; monitor expenditures; prepare purchase requisitions, check requests and related paperwork.
- Collaborate with other Departments/Divisions and outside agencies; represent the City in a professional manner.
- Assist with City compliance with Federal, State and local rules, regulations and ordinances of assigned programs and services.
- Assist with contract management responsibilities including developing and reviewing RFP's, monitoring agreements and contracts for compliance with City terms and conditions.
- Provide consultation and advice on assigned programs or services.
- Maintain records and files on assigned programs or services.
- Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Basic principles and practices of public administration program administration and municipal government operations.

Basic functions and organization of City government.

Basic research methods, data collection and analysis.

Principals and procedures of recordkeeping.

Modern office equipment.

Basic principles, methods and practices of municipal budgeting and budgetary controls.

Federal, State, and local laws, rules, regulations and codes of assigned program area(s).

Principals of business letter and report writing; proper English language usage, spelling and grammar.

Basic principles of contract management.

Standard business software including work processing, spreadsheets and database.

Ability to:

Perform a variety of technical and administrative work in support of assigned programs and duties.

Understand the organization and operation of the assigned department and of outside agencies as necessary to successfully complete assigned responsibilities.

Understand and apply City policies rules and regulations.

Plan, organize and prioritize projects and tasks in order to meet deadlines and adjust to changing priorities.

Prepare complete, clear and concise correspondence, technical and informational reports on a variety of specialized issues and program areas.

Conduct unbiased research on a wide variety of administrative topics.

Understand, operate, maintain and troubleshoot modern office equipment including personal computers, facsimile, mail, binding and other equipment.

Maintain confidentiality of sensitive information within assigned program area.

Prepare clear and concise correspondence and reports on a variety of issues in support of assigned programs and duties.

Work under general supervision.

Communicate clearly and concisely, both orally and in writing.

Understand and carry out oral and written instructions.

Provide a high level of customer service by effectively dealing with the public, vendors, contractors and City staff.

Establish and maintain effective working relationships with those contacted in the course of work.

Operate a computer using word processing, spreadsheet and presentation software such as Microsoft Word, Excel, Outlook and Power Point, or other specialized software as assigned.

Organize and maintain office and specialized files in accordance with established guidelines.

Travel to various sites and operate a motor vehicle safely.

Training and Experience:

A combination of education, experience and training that provides the required knowledge, skills, and abilities necessary for acceptable job performance. Example combinations include:

Two years college or university course work in public or business administration, or a related field and two years of municipal experience in Department operations, program administration or analysis.

Licenses:

Possession of or ability to obtain and maintain, a valid California Driver's License.

Physical Standards and Working Conditions:

Physical and Sensory Elements: The sensory demands of the job typically require speaking, hearing, touching and seeing. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Positions in this classification occasionally lift and carry reports and records that typically weigh less than 25 pounds.

Environmental Elements: Employees 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:

Computer hardware and software including personal computer and other computer hardware, and software, including word processing, spreadsheet, electronic calendar, presentation, records management and other specialized software programs; telephone, facsimile, copier, postage machine and other modern office equipment.

SELECTION GUIDELINES

A formal City application, including education and experience and references shall be required. Those applicants possessing the most desirable qualifications will be invited to participate in testing to include, but not limited to, written and oral examinations. 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 illustrations 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)

FLSA Status: **Non Exempt**

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: **August 19, 2014**