Job Title: Management Assistant

Department: City Manager

Immediate Supervisor: Communications and Marketing Manager and Intergovernmental Programs Manager

Origination Date:	**07/01/2001**
Revision Date:	**09/10/2012**
Job Grade	**605**
FLSA Status	**Exempt**

BRIEF DESCRIPTION OF THE JOB:

Provides technical and administrative support to the Communications & Marketing Manager and the Intergovernmental Programs Manager. Conducts research and administrative efficiency studies, prepares reports and presentations, performs project management and statistical analyses, and performs liaison duties and provides assistance as needed. Work is performed under general direction and requires initiative and independent judgment.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

	Physical Strength Code	ESSENTIAL FUNCTIONS
1	S	Assists in the writing of public information materials such as brochures, flyers, direct mail materials, newsletters, and Web pages; routes the production of such publications through scheduling, writing, editing and distribution; and assists in promoting information through the City's social media platforms.
2	S	Researches questions, topics or citizen inquiries. Provides timely and accurate feedback to relevant parties. Tracks issues from conception to finalization and informs Division Managers of the findings.
3	S	Researches, compiles and analyzes information pertaining to various topics as defined by the Division Managers. Manages and develops, including data management and analysis, special projects and prepares special reports as requested.
4	S	Attends various meetings with and/or on behalf of the Division Managers; summarizes the highlights of the meetings, provides feedback on the meetings, and follows up on issues discussed. Additional duties may include staffing neighborhood meetings, legislative hearings and other meetings as assigned.
5	S	Demonstrates continuous effort to enhance communications, solve problems, improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service, which may be achieved through participation on various standing or ad hoc committees.
6	S	Assists Intergovernmental Programs Manager to meet the needs of the Mayor & Council office, Neighborhood Services, Grants and other functions of the Intergovernmental Programs division as assigned.

	Physical Strength Code	ESSENTIAL FUNCTIONS
7	S	Assists Communications & Marketing Manager on effective public outreach and/or marketing approach to promote City-wide messages; assists in the development and implementation of marketing campaigns to meet their needs; and participates in cross-departmental teams to bring media/marketing perspective.
8	S	Performs general financial administration for the department by reconciling staff monthly credit cards and preparing petty cash requests and check requests according to procurement regulations. Processes and tracks subscription and membership renewals. Schedules and makes travel and training reservations and arrangements. Coordinates and centralizes the department's supplies by ordering and maintaining adequate supply levels. Monitors division expenditures and budget. Researches and resolves questionable charges. Provides monthly and as-needed reports indicating expenditures and balances. Prepares budget transfers and coordinates with the Finance Department to ensure proper funding levels in all line items. Serves as Finance team representative for the divisions. Provides input for the annual budget. Prepares requisitions and processes payment for division purchase orders and FPOs.
9	S	Provides administrative support to all positions in the divisions as needed.

JOB REQUIREMENTS:

JOB REQUIREMENTS	
Formal Education / Knowledge	Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent.
Experience	Minimum one year experience in a related field.
Certifications and Other Requirements	Valid Driver's License.
Reading	Work requires the ability to read and comprehend development agreements, council actions, and trade journals.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write memoranda, correspondence, reports and produce written documents with clearly organized thoughts using proper English sentence construction, punctuation and grammar.
Managerial	Job has no responsibility for the direction or supervision of others but may provide advice/direction to an employee with less experience/skill or tenure.
Budget Responsibility	Supports the preparation of budget documents; may do research to justify data used in documents for a unit or division of a department. May recommend budget allocations. Often compiles data and/or enters or oversees data entry. May have responsibility for monitoring budget expenditures (typically non-discretionary expenditures).
Policy/Decision Making	Moderate - The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. More complex work as well as decisions with more significant impacts are typically reviewed prior to being finalized.
Technical Skills	Limited Application - Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.
Interpersonal / Human Relations Skills	High - In addition to the sharing of information, interactions at this level may also include providing advice to others outside direct reporting relationships on specific problems or general policies/procedures. In many of the interactions, contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.

City of Goodyear, Arizona

Physical Demands

Frequency Code Scale

N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
Never occurs	Less than 1 hour/week	Up to 1/3 of the time	From 1/3 to 2/3 of the time	2/3 or more of the time

Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)
Standing	☐ N ☐ R ☒ O ☐ F ☐ C	☒ Making presentations ☐ Observing work site ☐ Observing work duties ☒ Communicating with co-workers
Fine Dexterity	☐ N ☐ R ☐ O ☐ F ☒ C	☒ Computer keyboard ☒ Telephone keypad ☒ Calculator ☐ Calibrating equipment
Walking	☐ N ☐ R ☒ O ☐ F ☐ C	☒ To other departments/offices ☐ Around work site
Lifting	☐ N ☒ R ☐ O ☐ F ☐ C	☒ Supplies ☐ Equipment ☒ Files
Carrying	☐ N ☒ R ☐ O ☐ F ☐ C	☒ Supplies ☐ Equipment ☒ Files
Sitting	☐ N ☐ R ☐ O ☐ F ☒ C	☒ Desk work ☒ Meetings ☒ Driving
Reaching	☐ N ☐ R ☐ O ☒ F ☐ C	☒ For supplies ☒ For files
Handling	☐ N ☐ R ☒ O ☐ F ☐ C	☒ Paperwork ☐ Monies
Kneeling	☐ N ☒ R ☐ O ☐ F ☐ C	☒ Filing in lower drawers ☒ Retrieving items from lower shelves/ground
Crawling	☒ N ☐ R ☐ O ☐ F ☐ C	☐ Under equipment ☐ Inside attics/pipes/ditches

Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)
Pushing/ Pulling	☐ N ☒ R ☐ O ☐ F ☐ C	☒ File drawers ☒ Equipment ☒ Tables and chairs ☐ Hoses
Climbing	☐ N ☒ R ☐ O ☐ F ☐ C	☒ Stairs ☐ Ladders ☒ Step stools ☐ Onto equipment
Vision	☐ N ☐ R ☐ O ☐ F ☒ C	☒ Reading ☒ Computer screen ☒ Driving ☐ Observing work site
Foot Controls	☐ N ☒ R ☐ O ☐ F ☐ C	☒ Driving ☐ Operating heavy equipment ☐ Operating Dictaphone
Balancing	☐ N ☒ R ☐ O ☐ F ☐ C	☐ On ladders ☐ On equipment ☒ On step stools
Bending	☐ N ☒ R ☐ O ☐ F ☐ C	☒ Filing in lower drawers ☒ Retrieving items from lower shelves/ground ☐ Making repairs
Crouching	☐ N ☒ R ☐ O ☐ F ☐ C	☒ Filing in lower drawers ☒ Retrieving items from lower shelves/ground
Hearing	☐ N ☐ R ☐ O ☐ F ☒ C	☒ Communicating via telephone/radio, to co-workers/public ☐ Listening to equipment
Twisting	☐ N ☐ R ☒ O ☐ F ☐ C	☒ From computer to telephone ☒ Getting inside vehicle
Talking	☐ N ☐ R ☐ O ☒ F ☐ C	☒ Communicating via telephone/radio, to co-workers/public
Other		(Explain)

Physical Demands (continued)

Machines, Tools, Equipment and Work Aids:

Telephone (office and cell), fax machine, calculator, copier, vehicle, stapler, hole puncher, scissors.

Computer Equipment and Software:

Personal Computer, printer, label maker, MS Windows and Office Suite, Naviline, Lotus Notes, BIO Key Fire RMS, ArcGIS, Fireview,
Laserfiche, scanner, Proxima Projector, Adobe, IE.

Environmental Factors:

Environmental Conditions	Never	Seasonally	Several Times Per Month	Several Times Per Week	Daily
Extreme temperature (heat, cold, extreme temp. changes from outside work)	☒	☐	☐	☐	☐
Wetness and/or humidity (bodily discomfort from moisture)	☒	☐	☐	☐	☐
Respiratory hazards (fumes, gases, chemicals, dust and dirt)	☒	☐	☐	☐	☐
Noise and vibration (sufficient to cause hearing loss)	☒	☐	☐	☐	☐
Physical hazards (high voltage, dangerous machinery, aggressive prisoners, patients – not customers)	☒	☐	☐	☐	☐

Health and Safety Conditions:

Health and Safety Conditions	N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
	Never occurs	Less than 1 hour per week	1/3 or more of the time	From 1/3 to 2/3 of the time	2/3 or more of the time
Mechanical hazards	☒	☐	☐	☐	☐
Chemical hazards	☒	☐	☐	☐	☐
Electrical hazards	☒	☐	☐	☐	☐
Fire hazards	☒	☐	☐	☐	☐
Explosives	☒	☐	☐	☐	☐
Communicable diseases	☒	☐	☐	☐	☐
Physical danger or abuse	☒	☐	☐	☐	☐
Other (specify)	☐	☐	☐	☐	☐

Primary Work Location:

☒ Office Environment
☐ Warehouse
☐ Shop
☐ Vehicle
☐ Recreation Centers/Neighborhood Centers
☐ Outdoors
☐ Other (Specify)

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Protective Equipment Required:

Job Demands

Overall Strength Demands:

Overall Strength Demands	
☒ Sedentary	Exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.
☐ Light	Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly AND/OR walking or standing to a significant degree.
☐ Medium	Exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.
☐ Heavy	Exerting 50-100 pounds occasionally, 25-50 pounds frequently, or from 10 up to 20 pounds constantly.
☐ Very Heavy	Exerting over 100 pounds occasionally, 50-100 pounds frequently, or from 20 up to 50 pounds constantly.

Non-physical Demands:

Non-physical Demands	Frequently	Occasionally	Rarely	Never
Time Pressures	☒	☐	☐	☐
Emergency Situations	☐	☐	☒	☐
Frequent Change of Tasks	☒	☐	☐	☐
Irregular Schedule/Overtime	☒	☐	☐	☐
Performing Multiple Tasks Simultaneously	☒	☐	☐	☐
Working Closely with Others as Part of a Team	☒	☐	☐	☐
Tedious or Exacting Work	☐	☒	☐	☐
Noisy/Distracting Environment	☐	☐	☒	☐
Other (Describe below.)	☐	☐	☐	☐

EXPECTED BEHAVIOR:

Staff – Expected Behavior

The employee is expected to embrace, support, and promote the City's values, beliefs, and culture Which include but are not limited to the following:

- Be positive. Do not participate in gossip
- Maintain confidentiality
- Walk the talk – uphold and live the Goodyear culture
- Encourage positive feedback
- Be accountable – submit responses to all requests for information by due date and meet deadlines
- Support a learning culture
- Be on time for all meetings
- Create and implement ethical standards for your worksite
- Be fiscally responsible
- Support the City's values and mission
- Let common sense prevail
- Be visionary – anticipate issues
- Support organizational change
- Establish and maintain positive and effective working relationships with co-workers, supervisors, subordinates, contractors and vendors
- Understand City policies and procedures, make rational decisions/recommendations in accordance with established policy.
- Work in a safe manner and report unsafe activities and conditions. Follow the City-wide safety policy and everyone's responsibility. Make it a critical part of the day to day operations.
- Foster teamwork and actively participate on teams and in City activities
- Lead by example
- Provide outstanding customer service to internal and external customers

These traits are not basic job requirements but are expected behavior. Other duties and responsibilities will be performed as assigned.

SIGNATURES—REVIEW AND COMMENT:

I have reviewed this job analysis and its attachments and find it to be an accurate description of the demands of this job.

	Signature of Employee	Date
Job Title of Supervisor	Signature of Supervisor	Date
Job Title of Department Director	Signature of Department Director	Date

Comments:_____

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The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.