

City of Goodyear, Arizona

Job Title: Chief of Staff

Department: City Manager's Office

Immediate

Supervisor: City Manager

Origination Date:	09/15/2006
Revision Date:	11/22/2006

BRIEF DESCRIPTION OF THE JOB:

The Chief of Staff provides a wide variety of professional support to the Mayor and City Council. Assignments are received from, carried out for, and reported to the Mayor and City Council, with supervisory oversight from the City Manager.

This position coordinates activities of the Mayor and City Council with other divisions and departments. In addition, this position represents the Mayor and City Council's office at meetings when required and appropriate; advises the Mayor and City Council, providing extensive professional assistance, project management, and recommendations on City issues and performs highly responsible management work covering a broad range of municipal activities, including the supervision of staff assigned to the Mayor and City Council offices. This is a professional position requiring extensive experience with policy development, legislation, intergovernmental relations, and lobbying, with exceptional analytical and communication skills.

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	Responsible for oversight of the Mayor and Council office. Hires and supervises all staff serving in the Mayor and City Council office. Directs preparation of reports, verbal and written correspondence on behalf of the Mayor and City Council. Assists in setting the Mayor and City Council schedules.
2 S	Conducts research and special projects and assures implementation of programs developed and initiated by the Mayor and City Council. May direct the development of programs to determine citizen needs to involve citizens. Directs the resolution of issues raised by citizens of Goodyear by coordinating with Department Heads or other appropriate parties to respond. Advises the Mayor and City Council on unresolved issues that must be addressed.
3 S	Provides a visible link between elected officials and the public, acting as a representative of the Mayor and City Council in dealings with constituents (both individually and in groups), city departments, and committees if necessary.

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	Physical Strength Code	ESSENTIAL FUNCTIONS
4	S	Citizen inquiries and complaints are directed to this employee who must respond with the utmost tact and resourcefulness in seeking solutions to the problems presented from within Goodyear and other agencies. Communicates with citizens, management, public officials, the general public and other City employees in order to receive complaints and inquiries and provide requested information or referral.
		Composes correspondence dealing with issues and subject matter in ways that sometimes requires considerable sensitivity, discretion, judgment, or negotiation in replying to inquiries, and/or presenting or requesting information.
5	S	Attends City Council meetings and work sessions; researches, responds to and prepares correspondence; coordinates appointments and/reappointments of citizen advisory board members; sets up meetings and conferences; responds to the Mayor's incoming telephone calls and performs necessary follow up and communicates with City management on sensitive and/or confidential issues received by the Mayor and City Council's office.
6	S	Knowledgeable about a variety of City issues and able to state the Mayor and City Council's position on such issues. This includes knowledge of and a close working relationship with staff handling intergovernmental affairs. Incumbent must exercise considerable judgment in their capacity with the responsibility for analyzing policy issues, identifying city-wide impacts and coordinating responses to the Mayor and City Council on strategies and alternatives for dealing with the issues.

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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 of five years experience in a related field.
Certifications and Other Requirements	Valid Arizona Operator's 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	Semi-Complex - Work requires supervising and monitoring performance for a regular group of employees or a work unit including providing input on hiring/disciplinary actions and work objectives/effectiveness, performance evaluations, and realigning work as needed. A first line supervisor typically performs these functions. Significant - The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. The assignment may be reviewed upon completion. Performance is reviewed periodically.
Budget Responsibility	Does research for documents, compiles data for computer entry, and/or enters or oversees data entry. Has responsibility for monitoring budget expenditures (typically non-discretionary expenditures) for a work unit of less than department size (programs, activities, projects or small organizational units).
Complexity	Work is widely varied, involving analyzing and evaluating many complex and significant variables. City-wide policies, procedures, or precedents may be developed and/or recommended.
Interpersonal / Human Relations Skills	High - Recommendations regarding policy development and implementation are made and/or recommended. Evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.

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OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time		L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way this job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	O	Training, copier, fax machine, presentations
Sitting	C	Computer, desk work, answering telephone, meetings, driving
Walking	O	To/from departments, office equipment, and meetings
Lifting	R	Files, boxes, flip charts
Carrying	F	Files, presentations
Pushing/Pulling	R	File cabinet drawers, doors, chairs
Reaching	O	File cabinet drawers, office supplies
Handling	O	Office supplies, files, books,
Fine Dexterity	F	Computer keyboard, writing, telephone keypad
Kneeling	R	Storing items, retrieving dropped items
Crouching	R	Storing items, retrieving dropped items
Crawling	R	Storing items, retrieving dropped items
Bending	R	Storing items, retrieving dropped items
Twisting	R	Storing items, retrieving dropped items
Climbing	R	Stairs
Balancing	R	Stairs
Vision	C	Computer, desk work, files, writing, reading, use of office equipment, meetings, presentations
Hearing	C	Telephone, co-workers, staff, supervisor, meetings, presentations, training classes
Talking	F	Telephone, co-workers, staff, supervisor, meetings, presentations, training classes
Foot Controls	R	Driving
Other(specify)	N	

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MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Copy machine, fax machine, general office supplies, computer, printer, Standard Microsoft Windows and Office software, and Internet.

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS		PRIMARY WORK LOCATION	
Mechanical Hazards	N	Dirt and Dust	N	Office Environment	X
Chemical Hazards	N	Extreme Temperatures	N	Warehouse	
Electrical Hazards	N	Noise and Vibration	N	Shop	
Fire Hazards	N	Fumes and Odors	N	Vehicle	
Explosives	N	Wetness/Humidity	N	Outdoors	
Communicable Diseases	N	Darkness or Poor Lighting	N	Other (see 2 below)	
Physical Danger or Abuse	N				
Other (see 1 below)					

(1)

(2)

PROTECTIVE EQUIPMENT REQUIRED:

N/A

NON-PHYSICAL DEMANDS:

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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	F
Other (see 3 below)	

(3)

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EXPECTED BEHAVIOR:

Manager/Supervisor – Expected Behavior

The incumbent is expected to embrace, support, and promote the City’s core values, beliefs, and culture, which include but are not limited to the following:

- ◆ High ethical standards
- ◆ Train, develop, nurture, and mentor all employees
- ◆ Encourage teamwork and participation by all employees
- ◆ Lead by example
- ◆ Strong safety principles and safety awareness
- ◆ Active participation in citywide activities
- ◆ 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: _____

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.