



City of Phoenix

Management Assistant II*City Manager's Office

Job Code:	05323	Job Function:	General Administration
Salary Plan:	001	Grade:	065
FLSA:	Exempt	Labor Assign:	Non-represented
Benefit Cat:	007	EEO-4:	Professionals
SOC:	13-1111.00	Last Revision:	April 2024

This description shall not be held to exclude other duties not specifically mentioned that are of similar kind or level of difficulty as the examples of typical functions of the classification. They are intended to describe the general nature and level of work being performed by individuals assigned to positions in this classification.

DEFINITION:

The fundamental reason the Management Assistant II classification exists is to perform professional administrative work involving the study and application of administrative systems, policies, procedures, and practices of the City. Management Assistants II are responsible for conducting independent research studies and making recommendations on complex administrative projects and problems. Must be capable of making thorough analyses and sound recommendations.

DISTINGUISHING FEATURES OF THE ASSIGNMENT:

The Management Assistant II*CMO assignment differs from the base class of Management Assistant II by performing high profile professional work within the City Manager's Office in support of a Deputy City Manager, Assistant City Manager or the City Manager. Assignment *CMO positions will work closely with senior city officials to ensure smooth operations and effective communication with internal and external stakeholders. Work may involve significant interaction and collaboration with executives and elected officials.

SUPERVISION RECEIVED/GIVEN:

Supervision is typically received from an executive or middle manager. May exercise supervision over employees engaged in research, fiscal or administrative work.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only):

- Writes and reviews a variety of written material including reports, correspondence, memorandums, City Council reports, Request for Council Action, requests for proposals, leases and contracts
- Studies major operational problems and makes recommendations on improvements
- Creates responses to special correspondence and handle special assignments and problems such as responses to citizens inquiries and bid protests
- Drafts and evaluates recommended changes in organization, policy, and procedures and reports on the merits of the recommendation
- Conducts administrative and systems studies and writes reports and recommendations for improvement of procedures



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- Provides day-to-day and strategic coordination of departmental and citywide programs and services
- Develops and implements communication strategies to drive acceptance and adoption of departmental and citywide policies and procedures, such as administrative regulations, web content, operating procedures, training materials, presentations, memorandums, and other communications
- Assists in the preparation and administration of the annual budget
- Oversees contract monitoring, contract changes, amendments, audits and compliance
- Supervises professional level and administrative staff
- Advises departments and divisions on budget problems, policies, and procedures and assists them in the maintenance of property and budgetary controls
- Works more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required
- Maintains regular and reliable attendance
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity

REQUIRED KNOWLEDGE AND ABILITIES:

Knowledge of:

- The principles and practices of public administration and government organization.
- Research techniques, methods and procedures.
- The principles, methods, and practices of municipal budgeting and finance.
- Program budgeting.

Ability to:

- Produce well-written documents with clearly organized thoughts using proper English sentence construction, punctuation and grammar.
- Communicate effectively and professionally with customers, City employees, boards and commissions, and the public in face-to-face one-on-one settings, in group settings, through electronic communications, or using a telephone.
- Use critical thinking, logic and reasoning to identify solutions to problems.
- Work proactively and cooperatively with other City employees and the public.
- Gather pertinent facts, make thorough analyses, and arrive at sound conclusions.
- Comprehend and make inferences from written material in the English language.
- Use electronic spread sheet, word processing, and data base computer applications.
- Work safely without presenting a direct threat to self or others.
- Make recommendations in accordance with City, State, and Federal rules, regulations, policies, ordinances, and laws.
- Explain technical budgetary problems, City policies and practices, and staff's analysis and recommendations in simple, non-technical language.
- Develop and implement departmental programs and /or new processes.
- Perform a broad range of supervisory responsibilities over professional and clerical staff.
- Act for manager or executive as assigned.
- Work with other governmental agencies to implement procedures and changes.
- Provide staff support to City task forces, committees and commissions.



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Additional Requirements:

- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

Three years of professional-level experience in research, finance or public administration and a master's degree in business or public administration, or a related field. Other combinations of experience and education that meet the minimum requirements may be substituted.