

Sample Job Descriptions: Chief Administrative Officer

City Administrator

JOB SUMMARY:

Plans, directs, manages and oversees the activities and operation of the City organization including: water, wastewater collection and treatment, gas and electric utilities, police services, finance, streets and storm drainage, code enforcement, airport, parks including historic areas, library and contracted services for solid waste collection.

ESSENTIAL JOB FUNCTIONS:

The fundamental duties and tasks that define the job are:

- Performs high level administrative, technical and professional work in directing and supervising the administration of the day-to-day management of the City in accordance with policy established by the City Council, City, state and Federal laws, regulations and guidelines.
- Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and directs the implementation of changes.
- Represents the City and meets and confers with citizens, business entities, elected officials and outside agencies to discuss City policies, procedures and remedy problems and resolve inquires and complaints from both internal and external sources; and negotiates and resolves sensitive, significant and controversial issues.
- Manages the development and implementation of City/departmental goals, objectives, policies and priorities within City policy, appropriate service and staffing levels and allocates resources accordingly.
- Manages the development and administration of the City budget, revenue and expenditure forecasts of funds needed for staffing, equipment, materials and supplies; directs and approves expenditures in accordance with City policy; and directs the preparation and implementation of budgetary adjustments as necessary.
- Stays abreast of new trends and innovation in the field of public management and administration.
- Advises the City Council on matters of policy and maintains weekly, and more frequent if necessary, written communication with Council.
- Reviews and analyzes reports, legislation, court cases and related matters and directs or personally conducts studies, research and investigation on a wide variety of administrative and technical areas.
- Prepares and recommends long-range plans for City service programs and develops specific proposals for action on current and future City needs.

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JOB REQUIREMENTS:

EDUCATION AND EXPERIENCE:

- Bachelor's degree in public administration, political science, business management or a closely related field from an accredited college or university
- 5 years of experience as City Manager, Assistant City Manager and/or executive experience; or an equivalent combination of education and experience.

SKILLS, KNOWLEDGE AND ABILITIES: Utilized in the performance of the essential functions of the job.

- Knowledge of operational characteristics, services and activities of municipal administration and organization
- Knowledge of modern policies and practices of public administration; working knowledge of municipal finance, public works, public safety, community development, human resources, economic development and airport Knowledge of and skill in advanced principles and practices used municipal budget preparation and administration
- Skill in preparing and administering municipal budgets and programs
- Knowledge of pertinent Federal, State and local laws, ordinances, statutes and regulations
- Ability to develop, implement and administer goals, objectives and procedures for providing effective and efficient services for the City
- Ability to analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendation in support of established goals
- Ability to identify and respond to community and City Council issues, concerns and needs
- Ability to communicate effectively with diverse groups of individuals using tact and diplomacy

LICENSE REQUIRED:

- Must possess a valid Texas Driver's License and have a satisfactory driving record, or ability to obtain a driver's license within 30 days of commencing employment.

PREFERRED QUALIFICATIONS:

- Master's Degree in Public Administration
- Extensive senior level experience as a City/County Manager/Administrator, Assistant City Manager/Administrator, Department Head or similar position
- Familiarity with Texas laws and programs
- Knowledge of and/or experience managing:
 - Water and Wastewater Functions

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- Gas and Electric Utilities
- Airport Operations
- Capital Improvement Programs
- Economic Development
- Historic Preservation Programs

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City Manager

The City Manager is appointed by the Mayor and City Council and oversees the operation, programs, and personnel of all City departments. The City Manager develops and issues administrative rules and procedures necessary to ensure proper functions of all departments and all duties and responsibilities granted by federal and state law and the city code. The City Manager is the chief administrative officer for the City and is responsible for implementation of City Council direction. Twenty-seven full-time, seven part-time, and seven seasonal staff, are employed by the City of Mound. Five departments report to the Manager, including Finance & Administration, Community Development, Public Works, Liquor, and Fire. Several consultants also serve the City including finance, legal counsel, assessing, planning, and engineering. The 2016 proposed operating budget for the general fund is \$5,368,219. The City Manager oversees the following departments:

Finance and Administration:

Accounting, investing, IT, risk management, reporting, budgeting, capital planning, audits, human resources, payroll, accounts payable, utility billing, public housing, elections, official records, licensing, legal publications, assessments, and dock administration.

Fire:

Firefighting/EMS, hazardous materials, MCI, technical rescue, inspections, and emergency preparedness.

Municipal Liquor Operations:

Consists of one off-sale retail store

Community Development:

Planning and zoning administration, building code, inspections, subdivisions, redevelopment, and community development

Public Works: parks, docks, city hall, facilities, streets and grounds maintenance, water, sewer, storm sewer, and recycling enterprises.

Duties and Responsibilities of the City Manager:

- Coordinates activities of the City Council including preparation of agendas, packets, and reports

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- Works with City Commissions, presents recommendations concerning policies, objectives, and specific actions
- Ensures an effective municipal organization, including recommending changes in organizational structure as appropriate
- Establishes goals & objectives for department heads, prepares work plans, assigns work, delegates authority/responsibility
- Creates, establishes, and monitors City policies and procedures, ordinances and resolutions
- Responsible for effective management and use of City assets, including effective investment of available funds, proper accounting practices to control financial assets, and providing for financial planning
- Prepares and presents the annual operating budget and capital improvement budget
- Authorizes purchases and expenditures
- Provides professional support to the City Council by attending meetings to report on City affairs, presents recommendations concerning policies and objectives, as well as specific actions, participates in discussion, and implements council decisions
- Attends all City Council meetings and other public meetings as needed, ensures council decisions are implemented
- Ensures proper public relations by following-up with all departments to ensure public services are efficiently provided and that all complaints, concerns, and public contacts are effectively handled
- Assists with legal activities such as monitoring, drafting legislation, and coordinating with the City Attorney
- Stays current with developments in both the public administration and organizational development fields, and cooperates with other governmental units and municipalities on matters of mutual interest
- Oversees the work of financial, engineering, legal, and other consultants
- Maintains effective relationships with school district, businesses, community organizations, residents, and other key stakeholders, representing the City of Mound in a positive manner
- Manages and administers personnel policies and programs, including compensation practices, labor/employee relations, contract negotiations, and staff recruitment
- Performs overall employee management including evaluation systems and compensation adjustments per City Council approved budget guidelines
- Responsible for the completion of employee performance evaluations in conformity with City guidelines and timelines
- Responsible for the hiring, directing, development, and discipline of employees

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- Resolves employee problems, addresses complaints, and sets the organizational culture
- Ensures the proper execution and oversight of City contracts
- Stays abreast of legislative issues, specifically those affecting local government
- Oversees enforcement and recommends changes to ordinances and resolutions

The Ideal Candidate:

The ideal candidate is an experienced and personable City Manager or Administrator with demonstrated leadership skills and strong customer service skills.

Other desired skills and character traits include:

- Trustworthy, ethical, respectful, and approachable leader who listens carefully and thoughtfully to others
- Builds trusting relationships with Council, staff, and community
- Prioritizes work, meets deadlines and manages multiple tasks
- Embraces the community and proactively engages with the public and community groups while participating in activities
- Effective oral and written communicator, including public presentations
- Effective with creating partnerships with businesses, civic groups, and outside governments and organizations
- Promotes staff leadership and development, by encouraging creativity, ownership, and skill development
- Strategic thinker
- Big-picture budgeting experience with thorough knowledge of financial government management, including public financing techniques (TIF, bonds, grants, CIP)
- Project management experience, with attention to detail
- Knowledgeable in infrastructure repair and replacement, downtown development/redevelopment and business, labor and other negotiations

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City Administrator

The Position

The City Administrator is responsible for managing the operations of the city and reports directly to the City Council as set forth in by the City Charter. The City Administrator directs, supervises and coordinates the work of Safety Services, Public Services, Community Services, Financial and Administrative Services, Human Resources Services, Communications, the City Clerk and additional services as the Council may, from time to time, designate. The City Administrator leads strategic planning, goal setting and policy development in support of the City's Guiding Principles and Goals. The City Administrator is responsible for creating and sustaining the City of Ann Arbor as a results-oriented organization through expertise in organizational effectiveness, performance, measurement and budget accountability.

Additional duties and responsibilities are as follows:

- Plan, coordinate and administer programs, inter-service area projects, contracts, events and studies.
- Plan, administer and evaluate management programs and policies related to the City Administrator's office.
- Lead, direct and supervise the City's Service Areas and direct reports.
- Lead the budget process and assemble the budgets as prepared by the Service Areas and present the same to the Council, with the recommendations, in accordance with the applicable provisions of the City Charter.
- Working with the various Service Area Administrators, establish reporting procedures to ensure timely knowledge of the Service Areas businesses, including periodic or special reports as he/she or the Council may deem necessary.
- In case of conflict of authority between administrative units, or in case of absence of administrative authority occasioned by inadequacy of Charter or ordinance provisions, resolve the conflict or supply the necessary authority, so far as may be consistent with law, the Charter, and the ordinances of the city, and direct the necessary action to be taken, making a full report immediately to the Council of the problem, action taken and recommendation for corrective legislation.
- Attend all meetings of the Council, with the right to take part in all discussions, but without the right to vote.
- Recommend to the Council, from time to time, such measures as he/she deems necessary or appropriate for the improvement of the City or its services.

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- Furnish the Council with information respecting the City's affairs and prepare and submit such reports as may be required, including an annual report which shall consolidate the reports of the several administrative units.
- Possess such further powers and perform such additional duties as may be granted to or required of him/her, from time to time, by the Council, so far as may be consistent with state law and the City Charter.

Related Work:

- Oversee various studies and analyses; coordinate and assemble the findings and recommendations of the Service Area Administrators related to various systems, programs, procedures and administrative practices.
- Provide leadership on issues of organizational culture, communication and community relations.
- Collaborate with Human Resources Services to determine leadership development needs and to design and sponsor leadership development programming for the city.
- Perform other duties as assigned.

Knowledge of:

- Functions of City Council and City government and associated Boards and Commissions
- Public Sector collective bargaining environments
- Multi-cultural environments where issues are openly debated
- Principles and best practices of financial management, municipal organizations, public administration, leadership development, executive coaching and change management
- Principles and techniques of public relations
- Outstanding customer service principles and practices
- Large multi-service organizations with full development and administration of budgets
- Contemporary management principles and supervisory practices
- Pertinent City, County, State and Federal laws, regulations and ordinances

Skills and Abilities:

- Supervise a large multi-service organization, including development and administration of the budget and associated city goals and objectives
- Develop and sustain positive working relationships with senior University of Michigan administrative personnel

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- Demonstrate successful working relationships in a partisan political environment
- Demonstrate excellent communication skills including advanced techniques in facilitating communication among various city components and constituencies
- Engender trust and demonstrate advanced interpersonal skills
- Demonstrate team leadership by guiding collaborative efforts, direction and focus, while delegating authority appropriately
- Take strong initiative and lead innovation, and implement city initiatives effectively
- Lead an organization without need of personal recognition or ego gratification
- Develop strong professional staff, provide feedback, guidance and opportunities for development
- Work with Council in an honest, forthright manner while maintaining focus on the goals and objectives of the organization
- Provide leadership to the Council and also accept direction from the Council
- Accept criticism in a mature manner and not be unduly influenced by special interests or factions
- Demonstrate a strong sense of personal values and listen and process different viewpoints calmly and rationally
- Demonstrate organizational awareness by understanding and championing the identities and respective roles of the Administrator, City Service Areas, Mayor and Council, Boards and Commissions, community organizations and citizens
- Demonstrate personal confidence and work directly with all elements of the community, including the business community, special interest advocacy groups, neighborhood associations and minority groups

The Ideal Candidate

The ideal candidate will have:

- Extensive experience in public sector management, preferably as a City Administrator or City Manager in a city with a population of over 50,000, or as a County Administrator in an urban setting which has a wide diversity of cultural, political, and service issues
- Experience must include direct responsibility for management and supervision of a large multi-service organization with full responsibility for development and administration of the budget
- Experience with a major university, and prior experience with developing positive working relationships with senior university administration personnel would be a definite asset

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- Candidate must have experience in a multi-cultural and politically active environment where issues are openly debated. A background that includes serving in positions that required active community contact and open communications between citizens, council, and staff is necessary

Education:

Interested candidates should possess a Bachelor's Degree from an accredited college or university in Public or Business Administration or related field; a Master's degree is preferred.