

TOWN OF PORTOLA VALLEY
ASSISTANT TO THE TOWN MANAGER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under the general direction from the Town Manager, the Assistant to the Town Manager assists in planning, directing and reviewing the administrative activities and operations of the Town including implementing Town policies and procedures, coordinating special projects for the Town Manager, and coordinating assigned activities with other Town departments and outside agencies. Works closely with the Town Manager on long-range strategic planning, budgeting and organizational development needs. Performs a wide variety of highly responsible, complex, and diverse advanced level professional duties involved in providing administrative, analytical, and technical support to the Town; plans, coordinates, and participates in various program and administrative operations and activities including those having a community impact; and provides information and assistance to Town staff, Town Council members, and committee members. Fosters cooperative working relationships with Town committees, inter-governmental agencies and Town staff; represents the Town in the community and at professional meetings. Has direct supervision over assigned staff and support functions as outlined below and as deemed necessary by the Town Manager.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

Key responsibilities include, but are not limited to:

- Analyze Town operations, organizational structures, functions, services, procedures and practices; develop strategic plans, make recommendations to improve quality and efficiency, and create implementation plans.
- Analyze and develop solutions for special problems and projects as assigned by the Town Manager; assist in planning and implementation of special programs and events and complex research of new programs and services.
- Oversee, assess, plan and implement operations and activities in the following areas: sustainability, communications, IT services, Town website, Town events, and emergency operations and preparedness; develop and/or track relevant department and committee budgets.
- Supervise support staff as assigned.
- Participate in the development and implementation of goals, objectives, and priorities for assigned functions and programs; recommend and implement resulting policies and procedures.
- Conduct complex and sensitive administrative, operational, and management analyses, studies, and research projects; select, adapt, and apply appropriate research and analytical techniques; gather and analyze data and information from various sources on a variety of topics.
- Research and prepare technical and administrative reports and prepare presentations of issues to the Town Council, committees, and community groups.
- Represent the Town at inter-governmental and community activities and meetings; serve on interview panels both in-house and for other public agencies.
- Act as liaison to relevant county and regional agencies and organizations; develop productive relationships with these entities and peers to identify program and funding opportunities that will assist the Town in reaching its goals.

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- Act as staff liaison to relevant committees; attend and participates in group meetings as required; stay abreast of new developments within assigned area of responsibility.
- Manage garbage franchise agreement; act as resource to residents and waste hauler in resolving garbage/recycling issues.
- Work with the local schools and businesses to further energy efficiency, water conservation and waste reduction goals; identifies and coordinates special programs with outside agencies.
- Keep abreast of current developments, trends, and legislative actions in the field of emergency management, communications, waste management, water and energy; monitor and review legislation relevant to the Town.
- Participate in the selection of Town staff members; provide and/or coordinate staff training.
- For assigned support staff: prepare and conduct evaluations; work with employees to correct insufficiencies; implement discipline procedures.
- Respond to and resolve difficult and sensitive citizen inquiries and complaints.
- Respond to emergency situations as required.
- Perform related duties as assigned.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Operational characteristics, services, and activities of a California municipal government.
- Principles of municipal government administration, organization, budget, and personnel management.
- Principles and practices of program, policy, and procedure evaluation and development.
- Principles of public administration.
- Advanced methods and techniques of data collection, research, and report preparation.
- Principles of business letter writing and report preparation.
- Principles and practices of state and local legislative process.
- Basic principles of supervision and training.
- Principles and practices of record keeping.
- Public relations and customer service techniques.
- Public speaking techniques.
- English usage, spelling, grammar, and punctuation.
- Office procedures, methods, and equipment including computers and applicable software applications.
- Pertinent federal, state and local laws, codes and regulations.
- Principles and practices of designing effective environmental programs and policies including principles of sustainability related to water conservation, energy efficiency, waste management, recycling and transportation.

Ability to:

- Perform a wide variety of highly responsible, complex, and diverse advanced level professional duties involved in providing administrative, analytical, and technical support to the Town Manager involving the use of independent judgment and personal initiative.
- Understand the organization and operation of the Town as a whole and outside agencies as necessary to assume assigned responsibilities.

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- Interpret and apply pertinent federal, state, and local laws, codes, and regulations as well as Town policies and procedures.
- Conduct various administrative and organizational studies and analyses on a wide variety of complex issues.
- Analyze problems and processes, identify alternative and/or more efficient solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Develop, implement, and interpret Town policies, procedures, regulations, and codes.
- Research, analyze and evaluate Town-wide programs, policies, and procedures.
- Collect, evaluate, and interpret complex information and data.
- Coordinate a variety of complex tasks and assignments simultaneously.
- Prepare clear and concise technical, administrative, and/or financial reports.
- Assist with budget preparation and administration.
- Plan and organize work to meet changing priorities and deadlines.
- Operate office equipment including computers and supporting applications.
- Build and maintain positive working relationships with co-workers, other Town employees and the public using principles of good customer service.
- Independently prepare correspondence and memoranda.
- Effectively present information and respond to questions from internal and external customers including council members, committee and commission members, and the general public.
- Supervise and train assigned staff.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Develop and maintain cooperative relationships with local schools, businesses, outside agencies and the public that enable the implementation of projects and programs that further the Town's goals.
- Prepare for and facilitate meetings for a wide-variety of groups, including Town committees.
- Operate computer systems and applications, including office software (i.e., Microsoft Word, Excel, PowerPoint, etc.).
- Utilize database programs and spreadsheets to perform data analysis.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training: A Bachelor's degree from an accredited college or university with major course work in public administration, business administration, economics, planning, or a related field; Masters' degree preferred.

Experience: Six years of increasingly responsible administrative and analytical experience that demonstrates a strong understanding of operations in a hands-on environment and the role of local government.

License or Certificate: Possession of, or ability to obtain, valid California Driver's License; ICS 100, 200, and 700 certifications; AB1234 certification.

FLSA STATUS

This classification is exempt from the Fair Labor Standards Act (FLSA) as an administrative employee whose primary duty is to the performance of office or non-manual work directly related to the management or general business operations of the Town. The incumbent will exercise discretion and independent judgment with respect to matters of significance. The incumbent will supervise personnel. If the incumbent supervises two FTE personnel, he or she will also be exempt from the FLSA as an executive employee.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Standard office setting. CONTINUOUS work indoors in close proximity to co-workers and members of the public. Work schedule is either a standard 40-hour work week during core business hours (8:00 am to 5:00 pm) or a 9/80 schedule. For the 9/80 schedule employees are required to work nine hours (for example from 7:30 a.m. to 5:30 p.m.) for eight work days, eight hours on a ninth work day, with the tenth day off (alternate Fridays off). Work schedule also includes frequent after-hours meetings. Work environment is both formal and informal, team oriented, having variable tasks, pace, and pressure. Work is performed indoors in office and in meeting rooms, occasional assignments outside and field visits in hilly terrain.

Physical: Primary functions require sufficient physical ability to work in an office setting and operate office equipment. CONTINUOUS sitting and upward and downward flexion of neck; fine finger dexterity; light to moderate finger pressure to manipulate keyboard, equipment controls, and office equipment; pinch grasp to manipulate writing utensils. FREQUENT side-to-side turning of neck, walking, standing, bending, stooping, pushing/pulling, and twisting at waist; moderate wrist torque to twist equipment knobs and dials; lifting objects weighing up to 20 lbs. OCCASIONAL squatting, kneeling, and reaching above and at shoulder height; moderate grasp to manipulate reference books and manuals.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate equipment.

Hearing: Hear in the normal audio range with or without correction.

EMERGENCY/DISASTER SERVICE

All Town employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the Town requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.