

# CITY OF HELENA



**Position Title:** Assistant to the City Manager

**Department:** City Manager

**Division:** Administration

**FLSA:** Exempt

*The City of Helena is an equal opportunity employer. The City shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.*

## **Job Purpose:**

The purpose of this position is to function as the assistant to the City Manager of the City of Helena which involves a number of varied responsibilities. The position coordinates the city's external communication to residents, outside agencies, and the general public through the city website, social media and other avenues. The incumbent will work with the City Manager to develop and execute public affairs strategies for a variety of city projects and general city business. Primary roles of this position will require the incumbent to, under general supervision, plan, and perform responsible, confidential, and complex administrative support duties in support of the City Manager. This includes planning, organizing and coordinating support activities, operations, and functions that are related to the City Manager's Office. The incumbent also acts as a city representative and liaison to internal/external customers, special interest groups, and the general public. The position responds to questions, concerns and complaints of varying sensitivity and complexity in a timely, tactful and effective manner.

The position provides daily support for the city and is responsible for a wide range of duties needing completion with attention to detail and deadlines. The position has frequent organization and community contact; in person, on the phone, through social media, and across the internet requiring the highest level of tact, courtesy, and sound judgment that is necessary in an executive office. The position must be aware of all aspects of city operations in order to knowledgeably respond to and direct inquiries to the appropriate department. The position will provide support and tracking for code enforcement activities of the city as assigned.

**Essential Duties:** *These job functions are the essential duties of the position and are not all-inclusive of all the duties the incumbent may be assigned.*

## **Media Relations and Special Projects**

Under supervision of the City Manager, this position develops approaches for presenting information to the public on city business. The incumbent will suggest the range of audiences who are potentially interested in various city activities and then recommend the types of information to present and approaches for communicating with each particular audience, and suggest ways of presenting the information best suited to the audience's level of understanding, needs or concerns.

This will include responding to routine letters, phone calls, and general correspondence; composing and preparing letters, media releases, social media coordination, videos, informational materials, and reports pertaining to analysis of activities. This position will assist in planning public outreach activities, track the status of those activities; and offer feedback to city departments on recommended communication plans. The position may also assist in developing talking points for controversial situations when needed.

Special projects may be assigned requiring coordination with Federal, state, and other local agencies on projects and public awareness/information campaigns, public engagement and information options such as software, Internet applications, and improvement of internal processes.

This position maintains communication tools for the City Commission and departments, such as engagement applications, office templates (media release, memoranda, letterhead, business cards, etc.). The incumbent is expected to build and maintain relationships across the community and throughout departments.

### **Executive and Program Support**

This position is expected to perform responsible office and administrative duties to assist in the processing and completion of administrative operations for the City Manager. The incumbent will plan, recommend, and implement organizational or procedural changes affecting administrative activities. The position will understand and apply laws, codes, regulations and administrative and departmental policies and procedures; and coordinate with other city departments and outside agencies.

The incumbent will serve as a primary resource and information source regarding city policies, procedures, objectives, and operational functions; receive and interview office visitors and telephone calls; interpret and facilitate implementation of regulations, policies, and procedures; answer questions and provide information especially in the proper handling of confidential information or files; independently resolve complaints and make decisions; and refer phone calls to appropriate source as necessary.

The incumbent will establish and maintain complete records and files including financial, budget, personnel, training, operational, and administrative records. The position is also responsible to prepare certain meeting packets for distribution; and represent the City Manager's Office in meetings and groups as assigned. The position will schedule special City Commission meetings as requested by the City Manager; maintain an agenda and calendar of City Commission administrative meetings; coordinate and maintain calendar of dates of City Commission and all city meetings. The position will also assist the City Manager in collection and transmittal of data to City Clerk for Commission "agenda packets" prior to each regularly scheduled City Commission administrative meeting.

### **Code Enforcement Support**

The incumbent will support the code enforcement activities of the city by answering phone calls, emails, messages and in-person questions regarding enforcement related issues. The position will utilize software to create code cases; generate and send violation notifications and invoices; schedule inspections; run reports; and attach documents to case files. The position will generally complete office duties required of the code enforcement staff.

### **Essential Knowledge, Skills and Abilities Related to this Position:**

- Oral communication and presentation skills
- Social media strategies and applications
- Written communication skills: word processing, minute taking, dictation, grammar and spelling
- Time management and organizational practices
- Decision-making
- Strong interpersonal skills
- Multi-tasking skills
- Strong customer service skills
- Local government operations
- Administrative data collection and reporting
- Strong computer skills including Microsoft Office suite
- Public relations skills
- Self-motivated and highly productive
- Analytical and mathematical skills

### **Physical Demands:**

Ability to work in a standard office environment with ability to travel to different locations. Ability to see, hear, and speak to interact with public and city staff. Involves work of a general office nature usually performed sitting, such as answering the phone and operation of a computer. Involves work of a general office nature usually performed standing, such as operation of a photocopier and a fax machine.

### **Minimum Qualifications (Education, Experience and Training):**

This position prefers a Bachelor's degree in Communications, Public Administration, Business Administration or Office Management and 3 years of increasingly responsible administrative experience preferably in a governmental office including office management experience; OR an Associate's degree in the aforementioned disciplines with 5 years of increasingly responsible administrative experience preferably in a governmental office including office management experience. Other relevant combinations of education and work experience will be evaluated on an individual basis.

**License or Certificate:**

Must possess a valid driver's license with acceptable driving record at the time of hire and have the ability to obtain a valid MT driver's license within six months of hire.

**Supervision Received:**

Supervised by the City Manager

**Supervision Exercised:**

None

<p>The specific statements shown in each section of this position description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.</p>
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