

Job Class Code: 0191	FLSA Status: Exempt-A
Pay Basis: Salary (Annual)	EEO Category: 2

GENERAL DESCRIPTION OF CLASS

The purpose of the job classification (class) is to manage administrative operations within the City Manager’s Office and provide high level, complex administrative support to the City Manager. The class is responsible for supervising staff, coordinating communications, managing schedules, researching and resolving issues, and performing various administrative and organizational tasks. The class works within a general outline of work to be performed; develops work methods and sequences under general supervision.

TYPICAL TASKS

- Oversees administrative operations for the executive office staff members.
- Performs complex administrative support work independently to include composing a variety of correspondence, presentations, reports, and/or related materials.
- Supervises staff including hiring, training, scheduling, assigning and evaluating work, counseling, and discipline.
- Provides guidance, direction, and information to subordinate staff on a variety of administrative issues.
- Addresses and resolves internal operational issues by developing and implementing departmental office procedures and administrative policies.
- Provides administrative support to the City Manager and other staff including coordinating and scheduling appointments, making travel arrangements, and maintaining calendars.
- Screens incoming calls, mail, email, and visitors for the City Manager; provides information, resolves problems/issues, and/or refers calls/emails/visitors to appropriate personnel as needed. Prioritizes items requiring further action.
- May serve as the management contact for resolving complex citizen inquiries and concerns on behalf of the executive office staff members.
- Interacts with City Council Members, department heads, and City personnel on a variety of issues on behalf of the City Manager.
- Oversees the preparation and management of information for the City Council agenda.
- Supervises preparation and maintenance of records and files.
- Performs or oversees semi-monthly and weekly department payroll review and submission; ensures maintenance of payroll-related records for office staff and assists the City Manager and executive team with payroll related issues.
- Prepares the operating budget for the office; oversees and monitors expenditures.
- Gathers and maintains information/data to support periodic and special reports.
- Attends or conducts staff and other professional meetings to gather and/or exchange information.
- Attends meetings with the City Manager and the executive team including City Council and Department Head Retreats.
- Provides information and assistance to department heads and coordinates follow-up as needed.
- Performs other related duties as assigned.

GENERAL STANDARDS	
Data Involvement	Gathers, organizes, analyzes, examines, or evaluates data or information and may prescribe action based on such data or information.
Interpersonal/People Involvement	Supervises or leads others by determining work procedures, assigning duties, maintaining harmonious relations, and promoting efficiency.
Reasoning Requirements	Performs supervisory work involving policy and guidelines, solving both people and work related problems.
Mathematical Requirements	Performs addition and subtraction, multiplication and division, and/or calculates ratios, rates and percents.
Language Requirements	Reads journals, manuals, and professional publications; speaks informally to groups of coworkers, staff in other organizational agencies, the general public, and people in other organizations; composes original reports and other written materials using proper language, punctuation, grammar, and style.
Mental Requirements	Performs professional level work requiring the application of principles and practices of a wide range of administrative, technical, or managerial methods in the solution of administrative or technical problems; applies general understanding of operating policies and procedures to solve complex administrative problems; requires continuous, close attention for accurate results or frequent exposure to unusual pressure.
Decisions/Supervisory Control	Supervises others requiring the development of procedures and constant decisions affecting subordinate workers, coworkers, and others in the general public.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS	
Vocational/Educational Requirement	Requires any combination of education and experience equivalent to a bachelor's degree in business administration, public administration, or a closely related field.
Experience	In addition to satisfying the vocational/education standards, this class requires a minimum of five years of full-time equivalent experience in administrative support and supervision.
Special Certifications and Licenses	None
Special Requirements	Employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies. Emergency operations support work and work locations may be outside of normal job duties.

AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS
The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

This is a job class description and not an individual position description. A job class description defines the general character and scope of duties and responsibilities of all positions in a job class, but is not intended to describe, and does not necessarily list, all of the essential job functions for a given position.