



City of Duluth
3167 Main Street
Duluth, GA 30096
(770) 476-3434

JOB DESCRIPTION

JOB TITLE: ASSISTANT TO MAYOR & CITY MANAGER

DEPARTMENT: City Manager's Office

SUPERVISORS: Mayor & City Manager

DATE: 02/14/2012; updated 3/8/2014; 8/8/24

EEOC CATEGORY: 06 (Administrative Support)

EEOC FUNCTION: 01 (Finance/Administration/General Control)

FLSA: Non-Exempt

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer without notice as the needs of the employer and/or requirements of the job change.

JOB SUMMARY:

Employee is responsible for providing an executive level of office management and administrative assistance to the Mayor and City Manager with work prioritized by the City Manager. Work involves sensitive and confidential documents. Works under broad guidelines and must demonstrate considerable judgment and initiative.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office Manager (60%)

- Acts as office manager for the Mayor's and City Manager's Offices
- Undertakes special projects as assigned which do not clearly fit into other departments' area of focus
- Leads in the research, formulation, implementation, and coordination of City policies, researches, and drafts City policies, discusses policy recommendations with departments and revises policies as necessary
- Communicates the decisions and directives as assigned by the City Manager; serves as a conduit for information between the Mayor and City Manager, and City Manager and staff
- Attends meetings in the City Manager's absence, represents the City Manager at meetings and functions
- Assists in compiling and implementing the department's budget
- Responsible for purchasing and maintaining inventory of office supplies for Mayor and City Manager's Office
- Checks necessary calendars for conflicts, schedules appointments, and keeps City Manager's calendar to help ensure meetings and attendance requests are met
- Sets up, reminds attendees, and provides appropriate extras such as snacks, coffee, food arrangements, details etc. for meetings; ensures agenda is ready
- Arranges all travel for the Mayor and City Manager including tickets, reservations, lodging, maps, directions, and itinerary
- Makes conference and meeting plans and other necessary arrangements
- Delivers confidential items, legal documents, and administrative records to designated parties
- Assists with public relations events
- Facilitates contacts with the Downtown Development Authority, community organizations, homeowner associations, and similar groups
- Serves as liaison to committees, answers policy questions, explains City procedures, accepts, and reviews committee input, prepares agendas
- Attempts to resolve complaints when possible
- Keeps materials confidential and only involves people who are directly related to the issue
- Assists other senior staff and officials as directed by the Mayor or City Manager
- Performs all other lawful duties and tasks as may be assigned or required to further enhance the function of the Mayor or City Manager

Administrative Assistant (40%)

- Drafts and edits written and electronic correspondence, resolutions, proclamations, internal operating instructions, memos, letters, and other documents for the Mayor and City Manager
- Creates, updates, and maintains master records of weekly staff meeting minutes, and internal operating procedures
- Develops and maintains recording keeping and filing system and labels all material to ensure items requested can be found in a timely manner

- Scans documents into electronic records management software (Laserfiche)
- Checks all assigned materials for spelling, punctuation, grammar, and typographical errors prior to signature, ensuring that final correspondence is as accurate as possible
- Creates, maintains, retrieves administrative records
- Follows record retention schedules for Mayor's and City Manager's Offices
- Attends weekly staff meetings, quarterly personnel meetings, and various other meetings where City Manager presides; takes minutes and writes related reports
- Receives, processes, and distributes incoming mail to Mayor and City Manager
- Notarizes documents
- Acts as receptionist for the Mayor's and City Manager's Office
- Serves as the primary contact for phone calls and visitors for the Mayor and City Manager
- Filters phone calls and makes inquiries of visitors in order to obtain the necessary information for the Mayor and City Manager
- Handles or redirects misdirected telephone calls to the appropriate agency or staff person in the organization
- Greets citizens who visit in person; ensures that visitors are intercepted prior to unannounced visits
- Provides information and explanations of the processes and procedures of the City Manager's Office and related City functions and areas to the public

Peripheral Duties:

None.

Essential Duties and Responsibilities of All City Employees:

1. Adheres to all applicable state and federal laws, ordinances, policies, procedures, rules, and regulations
2. Endeavors to continuously improve the services provided to the citizens of Duluth
3. Demonstrates work initiative and positive suggestions for improvement
4. Performs other related duties and functions as directed, or which are readily apparent
5. Demonstrates good interpersonal communication skills with citizens, co-workers, and supervisors
6. Works as scheduled
7. Accepts and follows instruction, evaluation, and correction
8. Demonstrates interest and initiative in learning new techniques and procedures; attends scheduled training

9. Helps other employees when needed or asked
10. Assists in training new employees
11. Carries assigned workload
12. Wears acceptable and clean clothing/uniform
13. Demonstrates acceptable personal hygiene and grooming
14. Demonstrates appropriate decision making/problem solving ability
15. Follows chain-of-command

SUPERVISION RECEIVED:

Work is performed under the general supervision of the Mayor and City Manager. The City Manager will prioritize the work if conflicts arise.

EMPLOYMENT STANDARDS:

Employees must be at least 18 years of age and must be legally able to accept work in the United States.

Experience, Training and/or Education:

Any combination of experience, training, and education which provides the required knowledge, skills, and abilities to perform the duties and responsibilities of the job will be considered.

1. A High School diploma, state-issued GED, or equivalent is required.
2. Training from a recognized institution in office technology, secretarial science, office administration, business administration, public relations, or a closely related area is desirable
3. Graduation from a college or university with a Bachelor's degree in Information Technology, Business Management/Administration, Public Administration, Public Relations, or related fields is preferred.
4. Georgia Certificate of Local Government Management (Levels I, II, and III) training desirable.
5. Five years of previous work experience in a related field is preferred, with local government experience highly preferred.
6. Written and/or spoken fluency in a foreign language (particularly Korean or Spanish) is desirable.

Other Requirements:

Failure to: (1) obtain and maintain all required certifications, licenses, and commissions as required; or (2) failure to successfully complete all required training; or (3) failure to meet other job requirements may result in discipline, up to and including termination of employment.

1. Possession of a valid class C Georgia Driver's License within 30 days of hire, and must be maintained throughout employment
2. Acceptable Motor Vehicle Record (MVR)
3. Must be willing to work various hours, and various days of the week
4. Keyboarding at rate of not less than 30 words per minute
5. Must be eligible for, and maintain current status as Notary Public

TOOLS AND EQUIPMENT USED:

While performing the duties of this job, the employee uses and operates a variety of tools and equipment, including:

Office Equipment – computer, various office suite-type software (including MS Word, Excel, PowerPoint, etc.), printer, calculator, telephone, fax machine, copy machine, camera, paper shredder, document scanner

Motor Vehicles - passenger car

KNOWLEDGE, SKILLS & ABILITIES:

The requirements listed below are representative of the knowledge, skills, and abilities (KSAs) required for satisfactory performance of the job duties and responsibilities at a “Fully Proficient Level.” Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge:

Knowledge of modern, general office practices and clerical procedures (including alphabetical and numerical filing systems, business correspondence and record management)

Knowledge of various computer software packages (including MS Word, Excel, and PowerPoint)

Knowledge of modern practices involved in planning meetings, events, and travel arrangements

Knowledge of basic bookkeeping

Knowledge of general office technology and related equipment

Knowledge of the principles and practices of providing exceptional customer service

Knowledge of the safe operation of tools and equipment used in the job

Knowledge of safe work methods

Knowledge of body mechanics necessary to safely lift and move light objects

Knowledge of applicable federal, state, and local laws, ordinances, administrative rules, regulations, and directives

Knowledge of City and Department policies, procedures, directives, rules, and regulations; including City Charter and Code of Ordinances

Knowledge of geography, road network, public facilities, and emergency facilities of the City

Knowledge of standard American English grammar, punctuation, spelling, language usage and vocabulary

Knowledge of basic mathematics

Skill:

Skill in operation of listed tools and equipment, particularly a personal computer utilizing a variety of software

Skill in safely lifting and moving light objects

Ability:

Ability to prepare complex correspondence and clear and concise reports

Ability to understand and follow complex oral, written, and demonstrated instructions

Ability to process information, applications and forms requiring accuracy, thoroughness, and attention to detail

Ability to drive and operate the assigned vehicles and equipment in a safe and efficient manner

Ability to work independently under only general supervision

Ability to perform the essential duties and responsibilities of the job

Ability to learn the specific operations, procedures, and equipment of the office

Ability to be constantly alert and aware of the hazards involved and apply safety practices and principles in reporting and preventing accidents

Ability to carry out duties according to federal and state laws and administrative regulations; city ordinances; Departmental policy, procedures, directives, rules, and regulations; and external directives

Ability to provide exceptional customer service

Ability to apply standard solutions to recurring situations

Ability to observe and analyze situations quickly and objectively and, using good judgment, determine an effective and efficient course of action to be taken with due regard to the task, hazards, situation, and circumstance

Ability to understand complex oral, written, and demonstrated communications and instructions

Ability to comprehend laws of all levels which govern municipalities, and legal terminology dealing with contracts, ordinances, resolutions, etc.

Ability to work well in a multi-tasked environment amid frequent interruptions and to redirect focus of attention to a task after an interruption

Ability to assign priorities to tasks and to reassign priorities as the situation and circumstances change

Ability to search for information from many various sources in order to respond to appropriate and relevant requests or to complete required duties

Ability to organization information for the employee's own use in their official capacity, and to present it to others for their use

Ability to analyze, plan, and organize work and to work within deadlines to complete projects and assignments on time

Ability to maintain records within filing systems (file management)

Ability to communicate and effectively convey information to other persons orally and in writing

Ability to communicate accurate information to visitors and callers in a courteous and professional manner

Ability to listen actively

Ability to read, speak, write, and spell using standard American English grammar

Ability to proofread with a high degree of accuracy

Ability to handle difficult and emergency situations in an effective, safe, timely and legal manner

Ability to recall and relate details of incidents in order present information to concerned parties

Ability to understand and follow quickly and accurately oral and written instructions and procedures

Ability to successfully complete the Department's training programs following employment/assignment

Ability to read and interpret maps in order to find locations and to give accurate directions

Ability to communicate effectively with people in a courteous, tactful, and fair manner

Ability to establish and maintain effective working relationships with a wide range of persons, including elected officials, supervisors, peers, other city employees, business and community leaders, and the general public

Ability to successfully interact with people of different social, economic, and ethnic backgrounds

Ability to work effectively as an individual and as a team member

Ability to accept responsibility, acknowledge mistakes, and share successes

Ability to adapt to change and changes in work conditions, and work in an environment of growth and innovation

Ability to problem-solve and make decisions

Ability to work flexible hours on varying days of the week, including weekends as required

Ability to input data into a computer or onto forms with accuracy and completeness

Ability to perform basic mathematical calculations with speed and accuracy

Ability to obtain information through observation and interview

Ability to assert self appropriately

Ability to properly handle confidential information

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Testing and/or evaluation of these requirements may be conducted as part of the selection process. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is:

- frequently required to use their hands to finger, handle, feel or operate objects, tools, or controls—such as to operate a variety of office machines and equipment
- frequently required to reach with hands and arms
- frequently required to sit, stand, and walk
- frequently required to talk (to convey information, ask questions, etc.)
- frequently required to hear ordinary conversations (such as questions from residents on the phone or in person, etc.)
- frequent lifting of light items utilizing proper body mechanics and techniques
- occasionally required to kneel, bend or stoop

The employee frequently lifts and/or moves up to 10 pounds and occasionally lifts and/or moves up to 25 pounds.

Specific vision abilities required by this job include correctable binocular vision sufficient to perform job duties, which means: the ability to adjust focus, close vision, distance vision, no marked red-green deficiency of color vision, normal depth perception, no significant loss of peripheral vision, and no uncorrectable strabismus which is accompanied by double vision.

The employee must be able to smell natural gas leaks, smoke, and other hazardous odors.

The employee may be occasionally exposed to dust and somewhat hostile individuals.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee normally works in an office environment, and may be occasionally exposed to dust. Occasionally the employee may be outside in order to complete the job (i.e., special events, courier between buildings, etc.). The noise level in the

work environment is usually moderately quiet but can be increased when the job is performed outside.

EQUAL OPPORTUNITY EMPLOYER:

The City of Duluth is an equal opportunity employer (EOE). In accordance with applicable Federal and State laws, the City of Duluth does not discriminate on the basis of race, color, religion, national origin, disability, age, sex or other legally protected status or classification, except where dictated by requirements of the job, or within the limits imposed by law.

It is the policy of the City of Duluth to provide equal employment opportunity (EEO) for all applicants and employees. This EEO policy applies to all areas of employment including recruitment, hiring, training, promotion, compensation, benefits, transfer and other terms and conditions of employment.

AMERICANS WITH DISABILITIES ACT (ADA):

The City of Duluth, in compliance with the Federal law, will provide reasonable accommodations to qualified individuals with disabilities.