



Community Services Administrator Administration

JOB SUMMARY

The purpose of this classification is to assist the Deputy City Administrator/City Administrator in directing and working with City departments to achieve established objectives and strategic plans and to fulfill the policy initiatives of the Mayor and City Council. This classification provides professional level administrative and management support to the Deputy City Administrator/City Administrator at the highest level of local government, serving as a direct liaison for the City Administrator and providing operational and strategic analysis in support of City programs and services. Work at this level is of a responsible, technical, or professional level relative to a supporting role in the management of the City; incumbents will be expected to work cooperatively with key City officials to plan and implement various programs and services. All authority and autonomy inherent in this classification is at the discretion of and delegated by the City Administrator.

MAJOR DUTIES

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

1. Assists the Deputy City Administrator and City Administrator in the management and review of activities and operations of the City; assists in directing, coordinating, and implementing the City's goals, objectives, and priorities; attends and participates in meetings and work sessions with the Mayor and City Council; assists in developing agenda items, background material, and presentations for the governing body; assists in goal setting, interdepartmental priorities, operations, and policies of the city departments by managing departmental liaison and leadership activities and procedures.
2. Analyzes, interprets, revises and provides staff direction on policies and procedures that improve program understanding, efficiency and effectiveness; assists department directors in revising specific policies and procedures; recommends and makes decisions regarding policy development and implementation; conducts operational research and productivity analysis in support of strategic and long-range planning for City operations; compiles and/or monitors various administrative and statistical data pertaining to operations.
3. Assists in planning, coordinating, and directing work relating to the preparation of annual budget; assists in identifying and recommending proper allocation of financial, material, and human resources for implementing long range projects/initiatives which support the goals and objectives of the City; monitors progress toward fiscal objectives and adjust plans as necessary to reach them.
4. Serves as a liaison between the Deputy City Administrator/City Administrator and various civic or governmental organizations and committees, task forces, boards, and commissions; provides guidance and direction to the executive management staff and the City Council; develops new approaches and methodologies to solve problems by analyzing and evaluating data or information; represents the Deputy City Administrator/City Administrator at various meetings, functions, and events; confers regularly with officials from the state, authorities, and commissions; provides information about city operations; participates in discussions and decisions; maintains positive relations with the media; performs duties within the board parameters defined by general organizational requirements and accepted practices; and keeps the Deputy City Administrator/City Administrator apprised of activities.
5. Plans, coordinates, directs and manages special projects for the City; serves as the project executive team lead on special projects by studying issues and implementing actions in a variety of policy areas; assists in defining the scope of the project; identifies and recommends proper allocation of financial, material, and human resources committed to the project; formulates solutions and resolves problems; facilitates implementation of the project; provides information and staff support for the Mayor and City Council to assist them in the governmental decision making and the development of policy initiatives; monitors and reports internally on project status as assigned.
6. Represents the Deputy City Administrator/City Administrator by attending community functions, meetings, and related activities in his/her absence; represents the City with outside agencies; serves as the Acting City



Administrator in the absence of the Deputy City Administrator and City Administrator; meets and corresponds with various citizens, professional, business and other groups to answer questions and secure their help in carrying out various programs; prepares and presents staff reports and other necessary correspondence and provides staff support to assigned boards and commissions; represents City Administrator at City Council meetings and work sessions in the absence of the Deputy City Administrator and City Administrator.

7. Maintains a comprehensive, current knowledge of applicable policies, procedures, codes, regulations; conducts research and maintains an awareness of new issues, methods, equipment, trends, and advances in the profession; reads updates and other professional literature; maintains professional affiliations; participates in continuing education activities; attends meetings, conferences, workshops, and training sessions as appropriate.
8. Prepares, completes, receives, and processes various forms, reports, correspondence, and other documents; reviews, completes, processes, forwards or retains as appropriate.
9. Operates a personal computer and other general office equipment as necessary to complete essential functions, including the use of word processing, spreadsheet, database, or other system software.
10. Serves as an interim department director as needed by leading and supervising daily operations.
11. Manages departments as assigned by the Deputy City Administrator and/or City Administrator.

KNOWLEDGE REQUIRED BY THE POSITION

1. Knowledge of local, state, and federal government processes and best practices.
2. Knowledge of City of Smyrna Code of Ordinances.
3. Knowledge of budget processes.
4. Skill in leading, motivating, and directing senior level staff and volunteers.
5. Skill in working with an elected body.
6. Skill in written and oral communication.
7. Skill in public speaking.
8. Skill in thinking strategically.
9. Skill in reviewing, analyzing, understanding, and communicating the effect of public policies and legislation.
10. Skill in effectively managing multiple projects and deadlines.
11. Skill in project management.

SUPERVISORY CONTROLS

The Deputy City Administrator and City Administrator assign work in terms of department goals and objectives. The work is reviewed through conferences, reports, and observation of department activities.

GUIDELINES

Guidelines include city policies and procedures, the city charter, city ordinances, and state and federal laws. These guidelines require judgment, selection, and interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of varied administrative duties. Having to deal with different people and priorities contributes to the complexity of the position.
- The purpose of this position is to assist the Deputy City Administrator and City Administrator in the management, supervision, and review of activities and operations. Success in this position contributes to the efficiency and effectiveness of a variety of city functions.

CONTACTS

- Contacts are typically with the Deputy City Administrator, City Administrator, the City Attorney, the administration staff, the Mayor and City Council, department heads, members of community organizations, elected officials, and the public.
- Contacts are typically to provide services, to give or exchange information, or to resolve problems.

PHYSICAL DEMANDS/ WORK ENVIRONMENT



- The work is typically performed while sitting at a desk or table. Tasks may involve extended periods of time at a keyboard or workstation.
- The work is typically performed in an office.
- Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Some tasks require the ability to perceive and discriminate sounds, visual cues, or signals.
- Some tasks require the ability to communicate orally.
- Essential functions are regularly performed without exposure to adverse environmental conditions; however, some field work with exposure to minor environment conditions may be a function of assignment.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has direct supervision over assigned personnel within an area, department, or unit. Direct supervision typically involves the ability to manage schedules, performance, and the interpersonal issues of other employees. It may involve the ability to recommend changes to work priorities or strategies within an area, department, or unit.

MINIMUM QUALIFICATIONS

- Bachelor's degree in Public / Business Administration or a closely related field;
- Supplemented by five (5) years of progressively responsible professional or management experience in local government operations and/or training that includes any combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.
- Must possess and maintain a valid, Georgia driver's license.
- May be required to obtain and maintain applicable technical certifications.