



City of Tempe

MANAGEMENT ASSISTANT I+

JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	233	<i>Department:</i>	Citywide
<i>Supervision Level:</i>	Supervisor	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Sr. Management Assistant
<i>Safety Sensitive / Drug Screen:</i>	No / Yes*	<i>Physical:</i>	No

Click [here](#) for more job classification information including current salary range.

*Drug screen required when assigned to the Police Department.

DISTINGUISHING CHARACTERISTICS

The Management Assistant I/II+ is distinguished from the Executive Assistant by the greater complexity, depth, and scope of professional-level assignments for Management Assistant I/II+ positions. Additionally, positions classified at the Management Assistant I/II+ level are characterized by a relative absence of office administration and administrative support/coordination work, which is often found in positions classified as Executive Assistant.

This is the entry level class in the Management Assistant series. This class is distinguished from the Management Assistant II+ by the performance of the more routine administrative duties assigned to positions within the series including directing or participating in gathering information, making statistical analyses, studying special administrative problems and developing new or improving existing systems, procedures and forms to increase efficiency. Since this class is typically used as a training class, employees may have only limited or no directly related work experience.

REPORTING RELATIONSHIPS

- Receives direction from higher-level management staff.
- May exercise direct or functional supervision over lower-level professional, administrative assistant, and/or paraprofessional staff.

MINIMUM QUALIFICATIONS

<i>Experience:</i>	One (1) year of administrative experience, preferable in a public agency.
<i>Education:</i>	Equivalent to a bachelor’s degree from an accredited college or university with major course work in public administration, business administration or degree related to the core functions of this position. A master’s degree is preferred.
<i>Additional:</i>	<i>When assigned to the Police Department:</i>

Must pass police polygraph and background examination.

ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To perform a variety of responsible professional level duties involved in the study, planning, development and implementation of administrative systems, programs, policies, procedures and practices of the City as assigned; to provide complex professional level staff assistance to department managers or division directors.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Recommend and implement goals and objectives for special programs, projects and systems; establish schedules and methods for program operations; implement policies, procedures, programs, methods and systems as appropriate.
- Perform extensive research for special projects; collect information on operational and administrative problems and perform comprehensive analysis; synthesize information and make recommendations on policy issues; prepare comprehensive administrative, operational, and statistical reports or manuals for use by internal and/or external organizations. Prepare quarterly and annual reports.
- Prepare comprehensive and timely budget documents; prepare, revise, and administer annual budget and capital improvement programs; prepare cost estimates for budget recommendations and submit justification for budget items; monitor and control expenditures; advise managers and other administrative personnel on budget problems, policies, and procedures.
- Oversee bid specification preparation; make recommendations for bid award.
- Write a wide variety of complex correspondence and documents for internal and external use; write articles to be placed in City bulletins, newsletters, fliers and other publications.
- Facilitate and speak at conferences and workshops; prepare and give presentations.
- Research and respond to City Council/City Manager inquiries and concerns; staff committees for various internal and citizen projects and programs; facilitate discussion of problems and possible solutions.
- Serve as liaison between citizens and City departments or divisions; respond to press inquiries and may state City's position on issues if authorized to do so.
- Review, respond to and resolve a variety of requests or complaints from City employees and/or the general public requiring interpretation of regulations, policies and procedures; research background and confer with management and legal counsel to determine the City's position on the issue; communicate with parties involved; coordinate/implement solutions to resolve problems.

- Research and study current literature on municipal administration for the purpose of making recommendations; review and recommend action on proposed and approved legislation and regulations to determine their impact upon the division or department.
- Assist in investigating, making recommendations, and providing assistance related to personnel issues in the department or division including evaluations, promotions, hirings, disciplinary actions, terminations, position classifications and job descriptions.
- May participate in the selection of staff; may provide or coordinate staff training; may work with employees to correct deficiencies; may implement discipline procedures.
- Provide pro-active performance planning utilizing performance management tools.
- Perform related duties as assigned.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Work is performed in a general office environment with moderate noise;
- Operate a variety of standard office equipment including a computer, telephone, calculator, copy machine;
- Continuous and repetitive arm, hand and eye movement;
- May work in a stationary position for considerable periods of time;
- May lift and carry materials weighing up to 25 pounds;
- May require extensive reading and close vision work;
- May require working extended hours;
- May work alone for extended periods of time;
- May travel to/from meetings and various locations.

COMPETENCIES

CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

For more information about the City of Tempe's competencies for all classifications:

[City of Tempe, AZ : Competencies](#)

JOB DESCRIPTION HISTORY

Effective November 1988

Reviewed June 1994

Reviewed September 1997

Revised October 2000 (range change and change to two distinct classifications)

Revised July 2001 (change back to flex-class)

Revised November 2001 (change to classified status)

Revised April 2021 (update physical demands and work environment)

Revised February 2022 (new benchmark)