



# City of Tempe

## MANAGEMENT ASSISTANT II+

JOB CLASSIFICATION INFORMATION			
<i>Job Code:</i>	298	<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 <a href="#">here</a> for more job classification information including current salary range.			
*Drug screen required when assigned to the Police Department.			

DISTINGUISHING CHARACTERISTICS
<p>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.</p> <p>This is the full journey level class within the Management Assistant series. Employees within this class are distinguished from the Management Assistant I+ by the performance of the full range of duties as assigned including reviewing materials, research and assembly of factual information and reviewing and transmitting management decisions. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the lower class of Management Assistant I+ after two years of professional Management Assistant experience, or, when filled from the outside, require prior professional Management Assistant experience, preferably in a public agency. Appointment to the higher class requires that the employee be performing the full range of duties assigned to the class.</p>

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>	Two (2) years of administrative or program management experience preferably in a public agency. Some supervisory experience is preferred.

<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>	<b><u>When assigned to the Police Department:</u></b> Must pass police polygraph and the 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, hiring's, 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

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
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 February 2022 (new benchmark)*