



# City of Tempe

## COMMUNITY SERVICES ADMINISTRATIVE MANAGER

JOB CLASSIFICATION INFORMATION			
<i>Job Code:</i>	186	<i>Department</i>	Community Services
<i>Supervision Level:</i>	Manager	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Management Assistant II+
<i>Safety Sensitive / Drug Screen:</i>	No	<i>Physical:</i>	No
Click <a href="#">here</a> for more job classification information including current salary range.			

REPORTING RELATIONSHIPS
Receives general direction from the Community Services Director.
Exercises direct supervision over professional, paraprofessional, technical and/or administrative staff.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	Four (4) years of administrative or program management experience in a public agency, including two (2) years of supervisory responsibility.
<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 related to the core functions of this position. A master's degree is preferred.
<i>License / Certification:</i>	<ul style="list-style-type: none"> <li>• Possession of a valid driver's license.</li> <li>• Possession of, or required to obtain within six (6) months of hire, Certificate of Mediation Skills Training from the American Arbitration Association or equivalent.</li> </ul>

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 develop, plan and implement goals and objectives for the division that align with the department's goals and objective; to recommend and administer department wide policies and procedures; to coordinate assigned activities; to provide highly responsible and complex administrative assistance and serve a technical advisor to the Community Services Director.

## 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.

- Work closely with Community Services Director to provide strong, visionary, and innovative management and leadership for the Community Services Department in accordance with the City's Mission and Values.
- Advise and assist with departmental succession planning efforts.
- Select, train, motivate, track, assign and oversee the work of staff; establish schedules and methods for work performed; and ensure adherence to proper workgroup procedures and policies.
- Provide leadership to employees in team building, responsible decision-making and problem solving.
- Facilitate and coordinate department initiatives.
- Participate and work closely with the Community Services Director and Deputy Community Services Directors in all reorganizations as part of organizational development coordination and budgetary guidelines.
- Assist and advise the Community Services Director on various management issues; assist in the development, planning and implementation of goals and objectives; recommend and develop department policies and procedures.
- Explain and interpret departmental activities, programs and procedures.
- Represent the Department on various taskforce projects, boards and committees.
- Respond to and resolve a variety of requests and complaints for employees, other municipalities and the general public.
- Direct or provide answers to questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.
- Research and present surveys and reports and other necessary correspondence to the Community Services Director on a variety of business management and leadership processes.
- Supervise and perform extensive research for special projects; collect information on operational and administrative challenges; synthesize information and make recommendations on policy issues; present issues to the Community Services Director and Deputy Community Services Directors.
- Participate in professional development activities to stay apprised of new management issues, practices and industry issues.
- Provide pro-active performance planning utilizing performance management tools.
- Perform related duties as assigned.

### **When assigned to the Administration area:**

- Provide department oversight, direction, and information to deputy directors, managers, supervisors, and employees pertaining to recruitment and selection; compensation/classifications and employee relations.

- Work with Human Resources on interpreting, applying, and/or suggesting changes to related policies and procedures.
- Investigate complaints and recommend corrective action to resolve issues.
- Provide department orientation to new employees in conjunction with department director, deputy directors, managers and/or supervisors.
- Provide guidance and assistance to supervisors on Performance Improvement Plans (PIP's), employee disciplinary issues, coaching/mentoring, and mediation; monitor, track, coordinate, recommend and conduct fact-finding investigations regarding allegations of violations as necessary, in conjunction with Human Resources, City Attorney's Office and Diversity Office as appropriate.
- Assist department managers, supervisors and employees with interpreting personnel policies and procedures, human resources guidelines, and MOU agreements; to ensure departmental connectivity and consistency.
- Act as primary point of contact for the department for complex personnel issues; investigate work-related employee complaints and concerns; gather information and documentation relating to investigations; coordinate and provide guidance to the Community Services Director on corrective/disciplinary actions within the department.
- Provide department oversight of annual operating and capital budget preparation and administration.

**When assigned to the Finance area:**

- Act as liaison between the Community Services and the Financial Services Departments on budget-related issues.
- Assist with preparing financial analysis to council committees, management and policymakers.
- Advise management and business operations on budget impacts, policies, and procedures and assist them in the maintenance of proper budgetary controls.
- Provide oversight of department business plan and asset management plan.
- Assist business operations with researching and establishing benchmarks, best practices, and peer comparisons.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT**

- Operate city vehicles;
- Work in a stationary position for considerable periods of time;
- Operate computers, calculators and other office machines;
- Extensive reading and close vision work;
- May require working extended hours;
- Work alone for extended periods of time.

**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
<p><i>For more information about the City of Tempe's competencies for all classifications:</i>  <a href="#">City of Tempe, AZ : Competencies</a></p>		

## JOB DESCRIPTION HISTORY

*Effective July 2005*

*Revised November 2006 (job title and job duties)*

*Revised August 2010 (job title and change to division)*

*Revised July 2011 (job title)*

*Revised August 2012 (job title and job duties to include Finance)*

*Revised January 2017 (add physical/mental activities)*

*Revised May 2019 (update job title, reporting relationships, and job duties)*