



City of Phoenix MANAGEMENT ASSISTANT I

JOB CODE 05310

Effective Date: 06/13

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to perform staff or administrative work in the Office of the Mayor, City Council Office, City Manager's Office, Budget and Research or other City departments handling overall technical and administrative matters. Employees in this class are usually oriented toward broad public management careers. Work involves directing or participating in gathering information, making statistical analyses, studying special administrative problems, and developing improved systems, procedures, and forms which lower operating costs or increase efficiency. Contact with the public is an important element of some assignments. Work is performed under general direction and requires initiative and independent judgment. Accomplishments are judged by a supervisor from written reports and results achieved.

ESSENTIAL FUNCTIONS:

- Develops and conducts surveys, collects information on operational and administrative problems, analyzes research findings, and recommends practical solutions;
- Compiles and analyzes data in order to write monthly, annual, and special reports including City Council reports and Requests for Council Action.
- Writes operational procedures to improve methods and systems.
- Interacts and communicates with department heads and City executives, offices of the Mayor and City Council, the media, other city, state and federal agencies, and the public on a routine basis.
- Talks to people requesting service or making complaints.
- Responsible for contract solicitations including drafting requests for proposal and requests for qualification.
- Evaluates recommended changes in organization, policy, and procedures and reports on the merits of the recommendations.
- Manages special projects as assigned.
- Maintains regular and reliable attendance.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.
- Works more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required.



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Required Knowledge, Skills and Abilities:

Knowledge of:

- Principles of customer service and public relations.
- Research methods and techniques and methods of reports preparation.
- Principles and practices of public administration and management.
- Principles and techniques of systems and procedures analysis.

Ability to:

- Work proactively and cooperatively with other City employees and the public.
- Produce well-written documents with clearly organized thoughts using proper English sentence construction, punctuation, and grammar.
- Make significant decisions and exercise resourcefulness in resolving new problems.
- Communicate effectively and professionally with customers, City employees, boards and commissions, and the public in face-to-face one-on-one settings, in group settings, through electronic communications, or using a telephone.
- Use electronic spread sheet, word processing, and data base computer applications.
- Make decisions in accordance with laws, regulations and policies.
- Gather pertinent facts, make thorough analyses, and arrive at sound conclusions.
- Comprehend and make inferences from written material.
- Incorporate comments from others into final reports and memos.
- Work safely without presenting a direct threat to self or others.
- Organize data gathered in clear, understandable formats including graphs, charts, and memos.
- Analyze, interpret, and report research findings.
- Review or check the work products of others for conformance with standards.

Additional Requirements:

- Some positions will require the performance of other essential and marginal functions depending upon work location, ,or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

One year of experience in governmental research, finance or public administration, a bachelor's degree in public or business administration or a related field, and completion of required course work for a master's degree in public administration, political science, or a related field. Other combinations of experience and education that meet the minimum requirements may be substituted.



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