



City of Phoenix MAYOR'S ASSISTANT (Non-classified)

JOB CODE 06350

Effective Date : 10/05

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to provide a visible link between elected officials and the public, acting as a representative of the Mayor in dealings with constituents (both individually and in groups), City Departments, and Committees providing staff assistance to the Mayor. Assignments are received from, carried out for, and reported to the Mayor. Citizen inquiries and complaints are directed to this employee who must respond with the utmost tact and resourcefulness in seeking solutions to the problems presented both within City government and through other agencies. Incumbents must be knowledgeable about a variety of City issues and able to state the Mayor's position on such issues. Incumbents must exercise considerable judgment in their capacity as advisor to the Mayor with the responsibility for analyzing policy issues and advising elected officials on strategies and alternatives for dealing with the issues. Mayor's Assistants also conduct research for the Mayor, draft correspondence and speeches, and staff City Council Subcommittees. Duties may include supervising the constituent service function and resolving the more complex cases, research and report writing, overseeing office operations including supervising other positions in the office, and budget and calendar management. Incumbents may also be required to represent the Mayor at group meetings and events when scheduling conflicts occur, advise the Mayor on various policy issues, organize district citizen forums and other event coordination, and/or represent the Mayor's interests in working with various City departments, committees and outside organizations.

ESSENTIAL FUNCTIONS:

- Works with community and neighborhood groups to resolve neighborhood concerns;
- Acts as a representative of the Mayor at meetings with constituent groups, City departments and committees;
- Organizes district citizen forums;
- Conducts research, writes reports, and prepares correspondence in response to public inquiries;
- Advises Mayor on various policy issues;



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- Receives complaints or inquiries from the public, answering from knowledge or referring to the proper agency of the City, County, State or Federal government or community organizations;
- Maintains follow-up procedures;
- Maintains a database on constituent concerns and relays this information to the Mayor, Council, and City Manager;
- 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.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Organization and function of government generally and Phoenix district system specifically.
- Public administrative procedures.
- Microcomputer applications.
- Research techniques, methods, and procedures.

Ability to:

- Converse tactfully with people of varied social, economic and ethnic backgrounds.
- Apply imaginative resolutions of misunderstanding and disagreement.
- Interpret regulations and ordinances properly.
- Synthesize and organize research studies.
- Communicate orally in the English language with customers, clients, and the public using a telephone or in a one-to-one or group setting.
- Produce written documents in the English language with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Enter data or information into a terminal, PC, or other keyboard device.
- Work cooperatively with others.
- Work safely without presenting a direct threat to self or others.

Additional Requirements:

- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal



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vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.

- Some positions will require the performance of other essential and marginal functions.

ACCEPTABLE EXPERIENCE AND TRAINING:

A bachelor's degree in business management, public administration, political science or a related field. Other combinations of experience and education that meet the minimum requirements may be substituted.