CLASS SPECIFICATION
Commissioner's Staff Representative

FLSA Status: Exempt
Union Representation: Nonrepresented/Exempt from Civil Service

GENERAL PURPOSE

Under general supervision, researches, analyzes and provides recommendations to elected executives in assigned policy areas; serves as liaison to assigned bureaus; plans, organizes, manages, facilitates and coordinates policy-related projects or programs; researches and responds to constituent inquiries; assists with policy development, research and recommendations; may be in charge of special projects or programs that require coordinating with a number of City bureaus and/or external parties; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Commissioner's Staff Representatives are responsible for conducting research and analysis and providing recommendations to an elected official on appropriate courses of action for assigned policy, project and bureau areas. Incumbents act as staff liaison to and oversee and coordinate projects, functional areas or with bureaus within the portfolio of an elected official, which includes providing policy direction and guidance to bureau management on elected official's agenda, giving input on programs and services and serving as a bridge for communications between bureau management and staff and an elected official. Incumbents are expected to exercise considerable discretion in carrying out responsibilities independently and with awareness of City, bureau, office and constituent issues and sensitivities.

Within this broad band class, incumbents may be assigned programs, projects and activities that range from entry-level to advanced professional, in terms of complexity and visibility. Levels of autonomy will vary and are based on the level of assignments given.

At the most entry-level, incumbents may be assigned to research and respond to constituent inquiries and requests that are basic to moderately difficult. At the most advanced, incumbents may serve as an expert policy advisor and be expected to carry out responsibilities in assigned program areas that are highly complex, important, sensitive and varied. An incumbent may also be assigned to perform duties as a deputy chief of staff for the elected executive.

Employees may be moved upwards or downwards within the broad band class, as the policy issues and program needs of the elected executive's office may require.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Updates and keeps elected official informed on current and emerging events, activities and issues within designated policy and liaison areas to ensure appropriate response and action; analyzes statistics, data and reports and conducts policy analysis to assist elected official in making informed decisions; researches and briefs elected official on key policy issues and Council agendas; reviews results of major studies and coordinates preparation of projects, reports and recommendations; tracks political implications of City programs; monitors news and notes events or issues relevant to office mission and opportunities for elected official to attend or participate in local activities.

2. Coordinates development, interpretation and application of policy direction for various programs; provides advocacy for strategies that further achievement of elected official's policy goals; works with elected official to implement legislative and executive initiatives; maintains effective communication with parties involved in or impacted by related strategies.

3. Oversees and coordinates projects, functional areas or bureaus within the portfolio of an elected official; maintains liaison with bureau management and technical staff; advises elected official on determination of program needs; prepares and presents programs for elected official's approval and monitors implementation of approved programs and projects; provides policy direction and guidance to bureau management on elected official's agenda; gives input on programs, services and contract funding decisions; works with county, state and federal agencies, businesses and community groups and officials regarding plans and priorities for existing and planned programs and bureau initiatives; tracks current case law and business practices that may impact bureau practices and procedures; serves as bridge for communications between bureau management and staff and an elected official; provides recommendations to elected official on critical bureau issues; ensures bureau-related items are put on Council calendar; participates on bureau review committees and ensures committee compliance with City Code and by-laws; serves on selection committees and gives input on hiring decisions; attends staff meetings.

4. Provides stakeholders and community partners with efficient, informed, proactive and responsive services and seek input and involvement of stakeholders in City policy development and programs; meets with business and community-based organizations to develop partnerships in carrying out various programs; participates in developing regional strategies with key stakeholders.

5. Researches and responds to constituent inquiries and concerns; provides information, referrals and responses to complaints or concerns; manages or prepares constituent responses regarding assigned bureau issues and coordinates with appropriate offices; meets and corresponds with citizen and service groups to answer questions; assists with coordination of elected official-citizen meetings, including preparing briefings and conducting follow-up; recommends new or modified policies to reflect concerns raised by citizens; assists in ensuring maximum accord between citizen desires and City and bureau programs and policies by conducting analysis and review; keeps accurate files of exchanges with constituents.

6. Acts as staff liaison to the media and responds to media inquiries; produces and implements communication plans; writes press releases, edit letters, reports or articles for publication or public

distribution; answers media questions, gives interviews and speaks to the press regarding assigned areas and projects; works with bureaus and others on problem-solving and media/outreach strategies.

7. Represents the elected official and the City at public events and meetings, such as ceremonies and community forums, on committees, boards, commissions and at meetings when elected official is unable to attend or participate to ensure the official's ideas and agenda are represented.

8. Prepares, drafts, proofreads and edits speeches, talking points, letters, position papers, memos, opinion pieces, reports, proposals, resolutions, motions, ordinances, amendments, proclamations, intergovernmental agreements and special correspondence.

9. Plans and facilitates internal and external meetings; requests items for discussion; creates and distributes agendas and handouts; reserves meeting space; distributes meeting reminder notices.

10. Performs general administrative duties, including answering phones, sending faxes and e-mails, sorting mail and photocopying materials; prepares and files elected official's Council documents.

OTHER DUTIES

1. Performs front-desk reception duties as needed or on a back-up basis.

2. Provides information, advice and technical assistance to other agencies regarding assigned areas.

3. Maintains the elected official's or assigned bureau or committee's website.

4. Staffs various task forces and committees.

5. Manages production of the office newsletter.

MINIMUM QUALIFICATIONS

Knowledge of:

1. City government organization, ordinances, rules, policies, and procedures relating to the administration of an elected official's office.

2. Legislative methods, techniques and procedures of the City Council and other political subdivisions.

3. City Charter and Code provisions, ordinances, and policies applicable to areas of responsibility.

4. Federal, state and local laws, regulations and court decisions applicable to areas of assigned responsibility.

5. Principles and practices of public administration, including maintenance of public records.

6. Research methods and analysis techniques.

7. Principles and practices of effective business communications and correct English usage.

8. Constituent service standards, policies, procedures and etiquette.

Ability to:

1. Define City and bureau issues, perform analyses and research with a wide range of complexity, evaluate alternatives and develop sound conclusions and recommendations.

2. Monitor and coordinate the activities of an assigned project, functional area or with a bureau.

3. Understand, interpret, explain and apply City, state, and federal policy, laws and regulations applicable to areas of responsibility.

4. Present proposals and recommendations clearly, logically and persuasively in public meetings.

5. Represent the City and elected official effectively on a variety of issues with diverse audiences.

6. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials.

7. Exercise sound independent judgment and political acumen within general policy guidelines.

8. Maintain sensitive and confidential information.

9. Exercise tact and diplomacy in dealing with highly sensitive, complex and confidential issues and situations with broad effects on City policies and issues.

10. Establish and maintain highly effective working relationships with elected officials, all levels of City management, other governmental officials, business and community leaders, community agencies, employees, the public and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in business or public administration, political science, or a closely related field; and at least two years of progressively responsible experience working within an elected official's office providing research and analysis; or an equivalent combination of training and experience. Experience in a public agency is preferred.

Licenses; Certificates; Special Requirements:

A valid state driver's license may be required for certain assignments.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:
Adopted: 07-01-02
Revised:

Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002. This class is composed of positions from the following classes:

0821	COMMISSIONER ASSISTANT I	Adopted: 07-01-92
0822	COMMISSIONER ASSISTANT II	Adopted: 07-01-92
0823	COMMISSIONER ASSISTANT III	Adopted: 07-01-92

June 2009 - Change Job Class number from 0020 to 30000005, due to system change.