CLASS SPECIFICATION
Mayor's Chief of Staff

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

GENERAL PURPOSE

Under general policy direction, plans, organizes, manages and directs the day-to-day operations and activities of the Mayor's office; provides expert professional assistance and support to the Mayor on a wide range of highly complex, sensitive and confidential topics; researches, analyzes and provides recommendations regarding difficult, sensitive, important and wide-ranging policy areas; serves as the Mayor's liaison to multiple bureaus, Citywide committees and councils; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A Mayor's Chief of Staff is responsible for planning, organizing, managing, directing and overseeing the day-to-day operations of the Mayor's office and staff. The incumbent conducts research and analysis on a wide range of issues and topics affecting the City and provides recommendations for solutions and courses of action using sound, expert judgment. Responsibilities are broad in scope and require a high degree of political acumen and administrative discretion. The incumbent is expected to exercise considerable discretion in carrying out responsibilities independently and with awareness of City, bureau, office and constituent issues and sensitivities. An employee in this class may be assigned to perform duties and responsibilities involving a wide range of complexity, authority, impact, visibility and independence.

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. Plans, organizes, controls, integrates and evaluates the work of the Mayor's office staff; with subordinate staff, develops, implements and monitors work plans to achieve office mission, goals and performance measures; directs the development of and monitors performance against the biennial office budget; manages and directs the development, implementation and evaluation of work programs, plans, processes, systems and procedures to achieve City and office goals, objectives and performance measures consistent with the City's quality and citizen service expectations.

2. Plans, organizes, directs and evaluates the performance of staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with City Charter, Code, human resources policies and labor contract agreements.

3. Provides leadership and works with staff to develop and retain highly competent, service-oriented staff through selection, training and day-to-day management practices that support the City's and

office's mission, objectives and service expectations; provides leadership and participates in activities that promote workplace diversity and a positive employee relations environment.

4. Plans, coordinates, organizes, oversees, manages, directs and evaluates the day-to-day activities and operations of the Mayor's office and staff; supervises staff activities; interprets administrative policies and relays instructions and policy and procedural revisions to staff and other interested parties; establishes and enforces effective management practices; supervises the preparation of materials for public reporting; plans, coordinates and reviews work related to the preparation of the Citywide budget, including budgets of bureaus of the Mayor's portfolio.

5. Provides expert professional assistance and support to the Mayor on a wide range of highly complex, sensitive and confidential topics; assists the Mayor and provides advice on all major functional responsibilities; assists in planning and coordinating the Mayor's activities; develops, reviews and interprets complex policies affecting the City; conducts assigned research and procedural, organizational and administrative studies and prepares reports on proposed or recommended solutions or courses of action to City, bureau or office issues; researches and drafts materials for use in public and media relations, such as speeches, talking points and letters; researches and writes briefing papers and provides briefings orally and in writing to the Mayor; reviews council agendas and briefs the Mayor for council meetings.

6. Acts as a liaison on behalf of the Mayor on Citywide and bureau-specific issues related to the Mayor's portfolio; on behalf of the Mayor, chairs Citywide committees on a variety of issues and assists the Mayor and other elected officials in providing leadership in addressing complex and sensitive Citywide maters; serves as liaison to assigned regional and community councils; works closely with bureau staff and council members to communicate the Mayor's policy objectives; communicates bureau and council goals, objectives, mission and work to the Mayor, office staff and the public; in consultation with the Mayor, handles and deals with Citywide and bureau emergencies; meets with and responds to bureau manager needs.

7. Represents and acts as liaison to media on behalf of the Mayor; provides briefings and interviews to the media regarding the Mayor's positions, views and policies and various issues and topics; makes public appearances and delivers speeches on behalf of the Mayor.

8. Represents the Mayor on boards, commissions, task forces and high-level policy and council meetings and work sessions and with other elected officials, business and community leaders and the public; corresponds with City, public and private officials, community groups and the public on behalf of the Mayor; facilitates meetings, mediates disputes and participates in problem solving as necessary; responds to inquiries from the public; oversees and communicates with offices of other elected officials on issues of mutual interest.

OTHER DUTIES

1. Acts for the Mayor in that individual's absence, as appropriate and permitted.

MINIMUM QUALIFICATIONS

Knowledge of:

1. City government organization, ordinances, rules, policies and procedures relating to the administration of an elected official's office.
2. Advanced administrative principles and methods, including goal setting, program development and implementation.
3. Legislative methods, techniques and procedures of the City Council and other political subdivisions.
4. City Charter and Code provisions, ordinances and policies applicable to areas of responsibility.
5. Federal, state and local laws, regulations and court decisions applicable to areas of assigned responsibility.
6. Principles and practices of public administration, including budgeting, contracting, reporting and maintenance of public records.
7. Research methods and analysis techniques.
8. Principles and practices of effective business communications and correct English usage.
9. Constituent service standards, policies, procedures and etiquette.
10. Principles and practices of effective management and supervision.
11. City human resources policies and labor contract provisions.

Ability to:

1. Plan and direct the operations and activities of the Mayor's office, including the application of sound, expert knowledge, research and analysis of Citywide issues.
2. Define complex City and bureau issues, perform difficult and complex analyses and research, evaluate alternatives and develop sound conclusions and recommendations.
3. Understand, interpret, explain and apply City, state and federal policy, laws and regulations applicable to areas of responsibility.
4. Evaluate work processes and recommend and implement improvements.
5. Present proposals and recommendations clearly, logically and persuasively in public meetings.
6. Represent the City and Mayor's office effectively on a variety of issues.
7. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials.
8. Exercise sound, expert independent judgment and seasoned political acumen within general policy guidelines.

9. Maintain sensitive and confidential information.
10. Exercise tact and diplomacy in dealing with highly sensitive, complex and confidential issues and situations with broad effects on City policies and issues.
11. 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 public or business administration, political science, or a closely related field; and at least three years of progressively responsible experience working within an elected official's office providing support, 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 depends, 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; class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002.

June 2009 - Change Job Class number from 0032 to 30000008, due to system change.