DATE	May 2007
JOB CODE	
FLSA	EXEMPT
EEO	

JOB TITLE: City Secretary/Administrative Services Manager
DEPARTMENT/DIVISION: City Manager's Office
REPORTS TO: City Manager

SUMMARY: Responsible for providing high level support to the City Manager, the executive team and City Council in achieving organizational goals and objectives. Manages the Resolution Center ensuring a high level of customer service to Carrollton citizens and customers. Work is performed with general direction, working from broad goals and policies.

ESSENTIAL JOB FUNCTIONS:

- Supervises Resolution Center staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary recommendations.
- Supervises the activities of the Resolution Center, which includes planning, developing, coordinating, administering, and evaluating workflow, processes, procedures, systems, and standards and ensuring compliance with Federal, State, and Local laws, regulations, codes, and/or standards.
- Manages a variety of high-level, specialized projects in support of organizational goals and objectives, which may include: preparing Requests for Proposals, Requests for Bids, Requests for Information, and/or other related requests; coordinating focus groups and preparing reports that summarize findings and makes recommendations based on results; preparing a variety of business correspondence and/or other related documents; preparing and analyzing citizen surveys; conducting a variety of organizational research and studies; and/or, performing other related activities.
- Participates in/on a variety of meetings, committees, teams, and/or other related groups in order to receive and convey information. Provides guidance and leadership for groups.
- Manages a variety of assigned projects, which may include: performance management planning; agenda planning and follow-up for executive and management teams; coordinating a variety of public service programs; and/or, performing other related activities.
- Develops and administers applicable division budgets; approves expenditures; reviews financial statements; manages financial operations of applicable divisions.
- Prepares Council initiatives, which includes: planning and coordinating special events; preparing and presenting Council progress reports; presenting updates on strategic initiatives; coordinating strategic planning workshops; resolving difficult citizen issues and complaints; and/or, performing other related activities.

- Solicits short-term bids from vendors and contractors, which includes preparing specifications and recommending vendor and contractor selection. Monitors the work of external contractors and ensures compliance with applicable contract terms and specifications. Authorizes payments to contractors.
- Performs other duties as assigned.

SUPERVISORY/BUDGET RESPONSIBILITIES:

- Supervisory responsibility over Resolution Center staff.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of public relations principles;
- Knowledge of municipal government structure and operations;
- Knowledge of program management principles;
- Knowledge of project management principles and practices;
- Skilled in monitoring and evaluating subordinates;
- Skilled in delegating and prioritizing work;
- Skilled in performing complex mathematical calculations, including statistical calculations;
- Skilled in preparing and administering budgets;
- Skilled in preparing a variety of business correspondence;
- Skilled in prioritizing, organizing, and managing multiple simultaneous projects;
- Skilled in reading, interpreting, applying, and explaining rules, regulations, policies, and procedures;
- Skilled in preparing clear and concise reports, including oral, written, and audio/visual presentations;
- Skilled in maintaining sensitive and confidential information;
- Skilled in providing customer service;
- Skilled in gathering and analyzing information and making recommendations based on findings and in support of organizational goals;
- Skilled in operating a computer and related software applications;
- Skilled in communicating effectively with a variety of individuals.

MINIMUM QUALIFICATIONS:

- Bachelor's Degree in General Business Administration or a related field.
- Two years of increasingly responsible professional experience in public administration or business administration.

PREFERENCES:

- None.

WORKING CONDITIONS:

- Frequent reaching, sitting, talking, seeing, hearing, and manual dexterity.
- Occasional lifting and carrying up to 10 pounds.
- Work is typically performed in a standard office environment.

CONDITIONS OF EMPLOYMENT:

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.