



DATE	March 2017
JOB CODE	
FLSA	EXEMPT
EEO	

JOB TITLE: Process & Procedures Writer (Part-Time, Contract)

DEPARTMENT/DIVISION: City Manager’s Office/Organizational Development

REPORTS TO: Organizational Development Manager

INITIAL CONTRACT PERIOD: 1 Year (365 days after hire date)

SUMMARY: Responsible for collaborating with various business units throughout the City organization to develop, implement, and maintain process and procedural documentation including, but not limited to those processes and standard operating procedures that support and advance the City's mission and operational goals as outlined within the respective Strategic Business Plans of each engaged department.

Duties include: researching and gathering relevant information, understanding how existing systems are used by City employees to deliver services (where applicable), compiling gathered results, and writing easy-to-follow step-by-step instructions based on those findings. Work requires limited supervision and the use of independent judgment and discretion.

ESSENTIAL JOB FUNCTIONS:

- Works with internal business units throughout the City organization to obtain an in-depth understanding of their respective documentation requirements.
- Analyzes current processes/practices/policies to determine types of documents needed, such as manuals or quick reference guides.
- Confers with City staff, vendors, or publishers to establish technical specifications and to determine subject material to be developed for internal publication.
- Reviews existing materials and recommends revisions or changes in scope, format, content – including, but not limited to solutions for correcting procedural deficiencies, gaps and omissions – and methods of reproduction and distribution.
- Writes, edits and organizes documentation to create unified and consistent support documents, according to set organizational standards regarding order, grammar, clarity, conciseness, style, terminology, and audience comprehension.
- Edits, standardizes, or makes changes to existing material prepared by other City personnel or external sources (including vendors, etc.).
- Selects photographs, drawings, diagrams, and charts to illustrate material, as appropriate.
- Plans layout, graphical elements, and formatting of documents; then assists with laying out material for publication.
- Ensures that policies and procedures align with regulatory requirements to protect the organization from legal action.
- Produces high-quality documentation (in both physical and electronic forms) that meets City standards and is appropriate for its intended audience.

- Ensures finalized documents are free of typographical, format, and layout errors, while also being easy-to-understand and readily usable by all employees.
- Maintains full accuracy of all documentation, including organized records/files of work and revisions.
- Routes policies and procedures to appropriate parties for approval.
- Maintains an annual schedule of review of policies and procedures, and works with subject matter experts, process owners, and process leaders to ensure timely review.
- Applies project management techniques to ensure efficiency is maintained and deadlines are met.
- Performs other duties as assigned.

SUPERVISORY/BUDGET RESPONSIBILITIES:

- None.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Must be able to create, assimilate, and convey potentially complex material in a concise and effective manner.
- Must be proficient in Microsoft® Office suite.
- Must possess excellent interpersonal skills.
- Must possess excellent written and oral communication skills and be able to express ideas clearly, concisely and logically.
- Must be proactive in obtaining assignments, maintaining and adhering to a schedule geared toward completing those assignments, and keeping management fully updated on the status of each ongoing project while in progress.
- Must be able to work independently and as part of a team.

MINIMUM QUALIFICATIONS:

- Minimum of 2 years related experience.
- Bachelor's degree in related field. Consideration may be given to equivalent combination of education and experience.

PREFERENCES:

- Experience with researching and gathering relevant information from both subject matter experts (key City staff, etc.) and internal documents, in a local government environment.
- Experience dealing with Public Safety operations, such as Police and Fire.

WORKING CONDITIONS:

- Frequent climbing, balancing, reaching, sitting, standing, walking, stooping, kneeling, crouching, talking, seeing, hearing, and manual dexterity.
- Occasional lifting and carrying up to 25 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.