

Job Description

POSITION IDENTIFICATION

Position Title: Chief of Staff
Division: Mayor's Office
Status: Full-time Exempt

SUPERVISORY RELATIONSHIPS

Reports to: Mayor
Directly Supervises: No supervisory responsibilities (with the exception of interns, if applicable)

POSITION PURPOSE

This is a high level executive assistant position which performs work as an assistant to the Mayor for the City of Manitowoc, representing the Mayor's Office in a wide variety of internal and/or external activities, projects, and on-going assignments. The position assists the Mayor in directing and coordinating administrative activities for the City of Manitowoc, and directs the activities of the office as well as the Mayor's schedule.

ESSENTIAL DUTIES

Administration

- Assist the Mayor with all office administration.
- Serve as the Mayor's Office representative attending various monthly meetings and/or monitoring minutes of such meetings as directed by the Mayor.
- Attends monthly Common Council meetings.
- Works with the Finance Director to monitor overall budget on a quarterly basis, keeping the Mayor apprised of any notable overages or potential overages.
- Works with other local officials to find new ways to provide City services.
- Serves as liaison for County, State, and Federal elected officials.
- Process account payables and mileage logs for the Mayor while providing oversight for the Mayor's Office and Common Council budget and expenditures.
- Organize annual programming for Mayor's Youth Action Council.
- Create and prepare various proclamations, commendations, congratulatory letters, and certificates as requested by various organizations, members of the public and City departments for presentation by the Mayor.
- Assist the public, City officials and City personnel with requests for information.
- Collect electronic "7 Minutes with the Mayor" reports from each Department Head weekly, bring important or time sensitive department issues to the Mayor's attention, and schedule meetings/address those issues as needed.
- Prepare and distribute the Mayor's weekly schedule to Department Heads and Common Council President.
- Process payroll for Department Heads and the Mayor.
- Facilitate monthly meeting of City of Manitowoc Administrative Assistants to include developing agendas and minutes.
- Prepare documents and information pertaining to the Common Council meeting if necessary.
- Track various City Commissions, Committees, and Boards and prepares appointments necessary by the Mayor.

- Manages the events that are coordinated through the Mayor's Office.
- Prepare agendas, supplemental meeting materials for various meetings, reports, memos, letters, or other documents.
- Make all travel arrangements when the Mayor is required to travel, providing detailed report before traveling.
- Keep Mayor apprised of all retirements/resignations/new hires.
- Receive and screen telephone calls and visitors scheduling tours and determining the area of responsibility and other inquiries to gather pertinent information to coordinate efforts to expedite matters for the Mayor's office.
- Schedule meetings with management personnel, elected officials, City employees and members of the public, as well as events and appearances.
- Order and keep sufficient office supplies for the Mayor's Department along with promotional items and the "Key to the City."
- Researching and responding to constituent requests for information and resolving complaints.
- Work closely with the Manitowoc International Relations Association in regard to finances and maintaining the financial accounts, in addition to the distribution of all meeting materials, including posting to the City website.
- Conducting and supervising studies of operational problems and making recommendations for improvements, or evaluating recommended changes in organization, policy, procedures, or courses of actions in problem areas or recommending corrective action.
- This position may be responsible for recruiting, selecting, and supervising clerical and/or paraprofessional staff.
- Investigates and prepares reports on specific requests and complaints pertaining to various governmental activities.
- Assists in the development and implementation of goals, objectives, policies and priorities.
- Analyze a variety of budgetary, organizational and procedural problems and recommend solutions.

Public Relations (Internal and External)

- Manage the content for the City of Manitowoc website and 3 sub-sites (Lincoln Park Zoo, Family Aquatic Center, and Rahr-West Art Museum), acting as the main contact person for project management with the hosting consulting company.
 - Project management and administration includes essential home page updates, emergency alerts, updates to pages, documents, calendars, for the Mayor's Office or as agreed upon between administrative staff, oversee username logins, security access, maintain updates for social media feeds and mobile apps, and coordinate the training of staff that are responsible for departmental specific updates.
 - Administrate communication between staff and the consultant when there are unresolved issues, after the staff member has followed the established protocol. Assist Council members when experiencing issues with the software.
 - An administrator for the legislative software utilized by City Council and staff by overseeing username, logins, passwords, and security access.
 - Organize various mayoral functions throughout the year.
- Works with local and regional media to update the community on issues that impact the residents of the City.
- Manage the organization of the annual parades including (but not limited to) supervising parade entries, supervise committee members' duties, set and attend meetings, develop agendas, and oversee budget.
- Manage the organization of the annual Fourth of July event, including (but not limited to) scheduling events, securing funding, set and attend meetings, develop agendas, assist contractors

- as needed, and oversee all aspects of the event.
- Organize various fireworks displays to occur in the City of Manitowoc; including obtaining contracts with vendors for the display, securing funds, obtaining appropriate permits and organizing all emergency personnel agencies.
- Create and manage the execution of the City newsletter, soliciting content and articles, designing the format, and creating the final draft for the Mayor's review and approval.
- Sole administrator for the City's social media/promotion use (not to include departmental sub-pages). Facilitate social media for the City to feed to the website. Promote events, feedback from the public, and regularly monitor other community organizations to share their events and promotions.
- Maintain the City's 3 electronic billboards/animated signs and weekly update with messages for city events, special events, recognitions and goodwill media.
- Organize Alder On-Boarding process, to include (but not limited to): Orientation session (meeting with Mayor, Payroll, Finance, and Attorney), introduction of Department Heads involved in their committees, City Hall tour, and iPad and software set-up.
- Attend events (as requested by the Mayor) to acquire photos and social media coverage.

MINIMUM POSITION QUALIFICATIONS

Education:	Bachelor's degree in Public Administration, Business Management, or related field preferred. A combination of equivalent experience and/or education may be considered.
Experience:	Minimum of five years' office experience in public administration and/or politically related work.
Certifications/Licenses:	Notary Public preferred. Valid WI driver's license required.

BACKGROUND CHECK

Condition of employment

KNOWLEDGE, SKILLS, & ABILITIES

- Exercise confidentiality, initiative, independent judgment, and discretion.
- Work on a large volume of projects covering a wide variety of subjects which are required to be completed within a limited and specified period of time, as well as the ability to accept, handle and coordinate additional tasks.
- Ability to work with considerable independence in acting as confidential liaison for the Mayor's Office, responsible for administration of the City's website, an administrator of the City's meeting software, preparing constituent correspondence, and is the internal department liaison to the Mayor. Work is performed under moderate supervision and reviewed in a general manner on the basis of results obtained.
- Ability to advise and provide interpretation to others on how to apply policies, procedures and standards to specific situations, and the ability to communicate effectively with the Mayor, City management, City employees, elected officials and the general public.
- Knowledge of the operation, functions and scope of authority of City departments and offices.
- Ability to exercise good judgment, courtesy and tact in receiving office calls and making proper disposition of basic problems.
- High attention to detail.
- High level of organization.
- Ability to effectively manage own time, as well as that of the Mayor.
- Ability to gather data and determine goals.
- Thorough knowledge of office methods, practices and equipment, including using word

processing (typing a minimum of 60 wpm), spreadsheet, data base, or presentation software.

PHYSICAL DEMANDS

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Manual Dexterity:** While performing the duties of this job, the employee is regularly required to coordinate hands, eyes, feet and limbs in performing semi-skilled movements such as operation of a computer keyboard, telephone, and calculator.
- Physical Effort:** The employee is occasionally required to exert light to medium physical effort in sedentary and light to medium work involving lifting, carrying, pushing, walking, standing, reaching with hands and arms, climbing, balancing, stooping, kneeling, crouching or crawling. The employee must occasionally lift and/or move 25 pounds. Specific vision abilities required include close vision, distant vision and ability to adjust focus.
- Working Conditions:** The noise level in the work environment is moderately quiet. The work environment is normally indoors with controlled climate conditions. Occasionally the employee may be required to be outdoors for a short period of time, and therefore subject to varying weather conditions, for purposes of accomplishing the essential functions of this job. Employee must have the ability to focus for long periods of time on projects. Work may be required on weekends or evenings as directed by the Mayor.

This position description has been prepared to define the general duties of the position, provide examples of work and to detail the required knowledge, skills and abilities as well as the acceptable experience and training for the position. The description is not intended to limit or modify the right of any supervisor to assign, direct, and control the duties of employees under supervision. The City of Manitowoc retains and reserves any and all rights to change, modify, amend, add to or delete from any portion of this description in its sole judgment.

This job description is not a contract for employment.

The City of Manitowoc is an equal opportunity employer, in compliance with the Americans with Disabilities Act. The City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.