



City of Tempe

SENIOR MANAGEMENT ASSISTANT

JOB CLASSIFICATION INFORMATION			
<i>Job Code:</i>	351	<i>Department:</i>	Citywide
<i>Supervision Level:</i>	Supervisor	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Sr. Management Assistant
<i>Safety Sensitive / Drug Screen:</i>	No	<i>Physical:</i>	No
Click here for more job classification information including current salary range.			

DISTINGUISHING CHARACTERISTICS
The Senior Management Assistant classification is distinguished from the Management Assistant II+ classification by its greater complexity, depth and scope of assignments, and/or by the highly technical, critical and visible nature of the work. Additionally, Senior Management Assistant positions generally supervise staff and oversee key operational and/or administrative programs.

REPORTING RELATIONSHIPS
Receives general direction from the department director or deputy director.
Exercises direct supervision over lower level professional, para-professional, technical, and management and/or administrative assistant staff.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	Five (5) years of administrative or program management experience in a public agency. Some supervisory experience is preferred.
<i>Education:</i>	Equivalent to a bachelor’s degree from an accredited college or university with major course work in public administration, business administration or degree related to the core functions of this position. A master’s degree is preferred.

ESSENTIAL JOB FUNCTIONS
Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.
To actively support and uphold the City’s stated mission and values. To perform a variety of complex and highly responsible professional duties involved in the study, planning, development and implementation of administrative systems, programs, policies, procedures and practices of the City as assigned; to provide highly complex professional level staff assistance to department managers and

division directors; to supervise other professional, para-professional, technical, and management and/or administrative assistant staff.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Recommend and implement goals and objectives for special programs, projects and systems; participate in departments or division's short and long-term planning; establish schedules and methods for program operations; supervise the implementation of policies and procedures.
- Supervise and perform extensive research for special projects; collect information on operational and administrative problems and perform comprehensive analysis; synthesize information and make recommendations on policy issues; prepare comprehensive administrative, operational, and statistical reports or manuals for use by internal and/or external organizations; present issues and recommendations to various committees, the Mayor, and/or the City Council; supervise and prepare quarterly and annual reports.
- Supervise and review, respond to and resolve a variety of requests or complaints from City employees and/or the general public requiring interpretation of regulations, policies and procedures; research background and confer with management and legal counsel to determine the City's position on the issue; communicate with parties involved; coordinate/implement solutions to resolve problems.
- Act as the department manager's or division director's representative at meetings; may act as the City Manager's representative at meetings; attend, facilitate and speak at conferences and workshops; prepare and give other presentations.
- Create and participate on interdepartmental task forces designed to solve specific problems; speak to community groups regarding City, department or division programs; serve as liaison between citizens and City departments or divisions; respond to press inquiries and may state City's position if authorized to do so.
- Supervise and prepare, administer and monitor the department's or division's operating and capital improvement budgets; supervise/coordinate the budgeting process; maintain and monitor budget controls for the department or division; prepare and/or approve budgetary transfers as required; prepare cost estimates for budget recommendations and submit justification for budget items; monitor and control expenditures; advise managers and other administrative personnel on budget problems, policies, and procedures.
- Supervise, prepare and assist others in the preparation of specifications for department or division purchases; make recommendation for bid awards; serve as primary contact in the department for all purchasing functions; approve and monitor requisitions for payments and purchases in the department or division.
- Monitor, track, coordinate, recommend, investigate and provide assistance related to all personnel issues in the department or division including evaluations, promotions, hirings, disciplinary actions, terminations, position classifications and job descriptions; serve as primary Human Resources contact for the department/division.
- Confer with and provide guidance and direction to department managers and/or division directors and other management and supervisory staff; advise department managers and/or division directors and supervisors on the technical and/or administrative management of their

operations and inform them on City-wide policies and procedures; resolve administrative and technical problems with other staff and employees.

- Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
- Research and study current literature on municipal administration and operation for the purpose of making recommendations; review and recommend action on proposed and approved legislation and regulations to determine their impact upon the division or department.
- Provide pro-active performance planning utilizing performance management tools.
- Perform related duties as assigned.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Work is performed in a general office environment with moderate noise;
- Operate a variety of standard office equipment including a computer, telephone, calculator, copy machine;
- Continuous and repetitive arm, hand and eye movement;
- May work in a stationary position for considerable periods of time;
- May lift and carry materials weighing up to 25 pounds;
- May require extensive reading and close vision work;
- May require working extended hours;
- May work alone for extended periods of time;
- May travel to/from meetings and various locations.

COMPETENCIES

CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

For more information about the City of Tempe's competencies for all classifications:

[City of Tempe, AZ : Competencies](#)

JOB DESCRIPTION HISTORY

Effective November 1988

Revised November 1999 (Supervisory exp added to quals)

Revised July 2000

Revised October 2001 (unclassified to classified status)

Revised January 2007 (update min quals)

Revised April 2021 (update physical demands and work environment)

Revised February 2022 (new benchmark)