



## Management Aide

Department/Division:	Assigned department
Reports To:	Assigned director or manager
Provides Direction To:	Not applicable
Last Updated:	July 20, 2022

### GENERAL PURPOSE

Under general supervision, coordinates and completes administrative tasks and technical tasks and projects; prepares various spreadsheets and documents for records and reports; assists in performing other types of departmental assignments; and performs related duties as required.

### DISTINGUISHING CHARACTERISTICS

The Management Aide performs technical and advanced administrative support functions and represents the bridge job into the Management Analyst job series. This classification is differentiated from the Administrative Secretary by the extent to which this position coordinates and works with databases, spreadsheets, and informational records in order to audit, review, and provide reports for departmental applications. This position is differentiated from the Management Analyst, who performs legislative analysis, program reviews, and operational studies and formal presentations.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.*

Depending upon assignment, duties may include:

1. Administers and coordinates daily programs such as application reviews, program activities, and grants, and contract implementation; prepares correspondence and staff reports for special studies.
2. Assists at the public information counter given public requests for records and questions regarding permits, service requests, invoices, licenses, department procedures or program requirements.
3. Assists with special projects by compiling statistical and financial data for reports; collects and analyzes data used for reporting purposes.
4. Assists in the preparation and review of assigned department budget.

5. Communicates with contractors and program participants regarding program requirements, schedules, work specifications, payment cycles, permits, and other requirements.
6. Conducts interviews with departmental representatives and participants to understand needs and concerns and to establish eligibility for specific programs.
7. Attends meetings on behalf of the City to obtain important updates and gain insights from other agencies.
8. Prepares administrative and promotional documents such as flyers, spreadsheets, certifications, letters, written correspondence, other supporting documents, and presentations using standard office software.
9. Provides phone, clerical, and administrative support for departmental functions.
10. May act as the liaison to the Department with Commissions and Boards; prepares agenda, minutes, schedules, and public notices for public meetings.
11. May prepare and review GIS (Geographic Information Systems) maps, collect data, and perform analyses of spatial data using GIS software.

## **QUALIFICATIONS GUIDELINES**

### **Knowledge of:**

Principles of project and program administration and policies and related to administrative and technical assignments; applications, grants, contracts; research techniques; customer service techniques; modern office procedures, methods and equipment including advanced knowledge of Microsoft Office software; geo-based information systems, including relevant GIS query and mapping software applications.

### **Ability to:**

Organize, coordinate, and perform tasks and complete projects; plan and attend meetings and complete reporting activities; analyze and solve problems; prepare spreadsheets and apply and interpret spatial dimensions; prepare clear and concise reports, and other written materials; maintain accurate records and files; exercise sound judgment within established guidelines; communicate clearly, concisely and effectively, orally and in writing; establish and maintain effective working relationships with staff, management, and public and private representatives; operate computer-based word processing, records management, spreadsheet, GIS, and database management software.

### **Education/Training/Experience:**

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

**Experience:** One year of general municipal administrative experience.

**Education:** Equivalent to a Bachelor's degree in Public Administration or a related administrative or technical field with applied experience and education in writing, data analysis, and computer technology applications.

**Special Requirements:**

Possession of a valid Class C California driver's license, an acceptable driving record, and ability to meet the City insurability requirements.

**PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands**

While performing the duties of this class, the employee is regularly required to sit; talk or hear, in person and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands or arms. The employee occasionally walks and stands and lifts and moves records and documents weighing 25 pounds or less.

Specific vision abilities required by this job include close vision, the ability to distinguish basic colors and shades, depth perception and the ability to adjust focus.

**Mental Demands**

While performing the duties of this class, the employee is regularly required to use oral and written communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret data and situations; use math and mathematical reasoning; learn and apply new skills or information; perform highly detailed work on multiple concurrent tasks; work under changing and intensive deadlines with frequent interruptions; and interact with City officials, media, citizens groups, employees and others encountered in the course of work.

**WORK ENVIRONMENT**

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

The employee works under typical office conditions, and the noise level is usually quiet under 80 decibels.