

## **DIRECTOR OF GENERAL ADMINISTRATION**

**Department:** Office of the Mayor

**Division:** N/A

**Appointing Authority:** Mayor

**Grade:** 8

**Revision Date:**

**Bargaining Unit:** NR

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### **Definition**

Complex administrative and professional work in planning, organizing, coordinating or directing city or interdepartmental initiatives, special projects and city operations at the direction of the Mayor. Serves as liaison between Mayor's Office and other city departments, City Council and State officials. Provides staff assistance to the Mayor on all aspects of city operations, including coordination with city officials and outside representatives of the public and private sector on city programs; may investigate problem situations, all other work that is logical to the position.

### **Supervision**

Serves under the broad supervision of the Mayor, who outlines policies and assigns areas of responsibility and reviews work in terms of effectiveness of results and recommendations. Performs duties on own initiative, determining situations warranting Mayor's attention and applying a high degree of judgment and initiative in recommending and/or carrying out appropriate course(s) of action.

Assists Mayor in monitoring the operations of various City Departments. Oversees the administration and operations of the Office of the Mayor with supervisory responsibility for the Mayoral Administrative Assistant or others as assigned. Responsible for ensuring that staff implements the Mayor's goals for constituent service, legislative action, economic development, and overall community development.

### **Job Environment**

Minimal physical effort required in performing duties under typical busy office conditions. Operates standard office equipment. Noise levels are usually quiet to moderate.

Performs varied and highly responsible duties and functions requiring independent initiative and judgment to ensure compliance with applicable laws, rules, regulations, and city policies, procedures and methods.

Has access to and control of highly confidential city-wide records subject to non-disclosure or limited disclosure pursuant to statutory, collective bargaining or departmental prescript, including personnel records, bid proposals, negotiating positions and personal information about citizens.

Makes constant contacts with the general public; other city departments, officials, boards and committees; employees; State and Federal officials or agencies, outside organizations, vendors, contractors; and other business, legal and civic leaders.

Errors in judgment, duties or performance may cause an adverse impact on employee morale or public opinion; confusion and delay, legal or financial repercussions, waste of public funds, and lower standards of service for the city.

**Essential Functions** *(The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed and are representative of those that must be met by an employee to successfully perform the essential functions of the job. 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 the position.)*

Meets with Mayor daily or as determined by the Mayor to discuss status of assignments and responsibilities. Manages daily functions of the office of the Mayor. Coordinates the relationships between city department heads and the Mayor's office. Develops and manages a working relationship with Federal and State agencies and elected officials. Coordinates and oversees various projects which are ongoing and/or proposed in the City.

As assigned investigates problem situations in city operations, independently taking necessary actions to resolve problems. Apprises Mayor on matters requiring his particular attention and recommends appropriate course of action.

Serves a member of the Mayor's Executive Team; as liaison officer between City government and the City's residents; and as liaison with the City Council briefing the Council on pending agenda items and other City issues; responds to inquiries and provides Council Members with information on the status of City operations and projects; provides analysis as needed to assist the Mayor and Council to make informed policy decisions.

Investigates complaints to the city. Discusses situations with complainant. Makes on-site investigation and determines necessary action. Refers matters to appropriate city department and maintains follow up to ensure corrective action is taken. Alerts Mayor to serious problems and presents recommendations for resolution. Follows up on all action required for resolution.

Researches and gives report to the Mayor and/or department heads on current issues and initiatives in other municipalities to keep the City informed of new and innovative projects which might be useful and cost effective or which might solve an ongoing problem.

Represents the Mayor at civic and social functions making presentations as necessary; at meetings of regional agencies, State and Federal agencies, community groups, business interests and local trade and fraternal organizations, for purposes of gathering information and/or articulating the Mayor's point of view. Arranges ceremonies and programs during visits of dignitaries.

Responds to various correspondence received by the Mayor's office. Assigns or refers duties to appropriate Staff member. Organize and summarize information and prepare it for Mayor's review or action.

May participate on short term and long term committees, both formal and ad hoc, as directed by the Mayor. Coordinates media relations for Mayor and various departments. Serve as spokesperson

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for the Mayor in responding to inquiries made concerning operations conducted by or affecting the City.

May review major purchases and/or contracts/RFP's with department heads, or Procurement, Project and Grant Coordinator and Mayor.

Interviews and screens candidates for appointment to various municipal boards and commissions.

May review plans and operations of municipal departments during emergency situations, such as snow emergencies, water main breaks, hurricanes and hazardous material spills. Coordinates media relations on the Mayor's behalf.

Work with the Clerk of the Council and the President of the Council in preparing orders and backup material for executive department initiatives and with committees to expedite support for the committee deliberations.

Performs other services or duties so as to support the Mayor's role as Chief Executive of the City.

**Recommended Minimum Qualifications:**

**Education and Experience**

A Bachelor's degree with major course work in business administration, public relations, public administration, finance/accounting operations or related social science fields and 4 years experience in administrative work involving a variety of management, fiscal, personnel and public relations activities or any equivalent combination of education and experience which demonstrates possession of required knowledge, skills, and abilities. A Master's Degree in Public or Business Administration is highly desirable.

**Knowledge, Ability and Skill:**

Be familiar with all aspects of City government and with the functions of the activities of the various offices; with the various services rendered by the City to its residents, in order inform citizens of the extent of these services and of the schedule for their performance. Considerable knowledge of policies, operating needs, governing laws and the regulations of City government;

Must possess a high level of interpersonal skills to handle sensitive and confidential situations or information with considerable knowledge of the rules, regulations, procedures and functions of the office. Knowledge of the Greenfield community preferred. Position continually requires tact, diplomacy and the ability to interact in a positive and effective manner with a wide variety of individuals, including the general public, employees, city, State and Federal leaders or personnel; vendors and individuals at all levels of authority. Strong administrative, organizational, communication and clerical skills in a multi-task environment; Ability to plan, delegate, and work independently. Must perform all aspects of job responsibilities with honesty

and integrity.

Ability to interpret rules, ordinances and regulations; maintain effective working relationships with public officials, employees and the general public; ability to express clearly in written and oral form the Mayor's viewpoint; general knowledge of the principles of management, budgeting and administration; ability to analyze and develop solutions to a variety of administrative problems.

Ability to perform projects and assignments on the basis of general outlines or directions without specific instructions as to details, and to perform continuing assignments independently. Ability to prepare routine correspondence, reports and analyses and to communicate effectively orally and in writing; ability to keep accurate and detailed records; apply organizational skills efficiently with attention to detail; ability to meet deadlines and work effectively in pressure situations in a multi-task environment.

Thorough working knowledge of departmental functions and operations; of standard office practices and procedures; of use and operation of standard office equipment; ability to operate a personal computer in a windows environment with proficiency in MS Office and G-Suite required; familiarity with database programs and computer hardware and software systems.

**Physical Requirements:**

Frequent sitting, talking, hearing and mental concentration for prolonged periods required; frequent use of hands and fingers to handle, feel or operate objects, tools, or controls and reach with hands and arms in operating/using various office equipment; occasionally required to lift or move records or objects of up to 15 pounds; specific vision requirements include close vision for extended periods of time at computer monitor, and ability to adjust focus, color vision and depth perception. Must be able to communicate verbally and in writing and be understood clearly; ability to operate a personal computer or other keyboard device utilizing a windows environment and to operate a keyboard and standard office equipment at efficient speed.

**Special Requirements:** Must successfully pass CORI/ SORI checks.

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*(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)*

Approved:

Approved:

**EXECUTED 11/2019 AND ON FILE IN THE HR DEPARTMENT**

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Mayor

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Human Resources Director

Revision History: Initial 4/17, 11/19