



MANAGEMENT AIDE

DEFINITION

To perform paraprofessional and/or program related duties in support of a city department or an assigned program area; to research, collect, and analyze data and prepare related draft reports; to perform administrative and technical work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from supervisory and/or management level staff.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Assist professional staff in performing and conducting studies, special projects, administrative and technical functions; perform data collection and analysis; prepare draft reports and technical documents.

Develop, coordinate, and implement program activities of a technical area of assignment; prepare technical documents.

Compile and develop information for special studies and reports from a variety of resources; assist with various special projects, including coordination, research and development of systems.

Respond to requests for documentation; explain and interpret policies and procedures to internal or external customers.

Perform technical and paraprofessional duties including interpreting, analyzing, and determining compliance or acceptance of information and materials; prepare reports to document results of duties performed.

Perform public counter work and provide information; respond to public inquiries both on the telephone and in person; perform general administrative support duties.

Ensure compliance with related laws, codes, ordinances, and legislation; advise staff of any irregularities in compliance.

Establish and maintain a wide variety of filing and reporting systems as necessary; develop record keeping procedures; provide relevant information to relevant parties; prepare and type correspondence and compile and type reports.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of administrative and/or technical area to which assigned.

Basic principles and practices of analytical research and project coordination.

Modern office equipment, methods, procedures, and computer hardware and software.

Techniques and principles of effective interpersonal communication.

Principles and methods of business letter and report writing.

Principles and practices of safety management.

Pertinent local, State and Federal laws, codes, ordinances, City functions, policies, rules and regulations.

General functions and objectives of municipal government.

Research methods and techniques.

Common computer application programs such as word-processors, spreadsheet, database programs, and presentation software.

English usage, spelling, punctuation and grammar; and arithmetic, basic mathematical calculations and statistics and statistical methods.

Report writing techniques.

Ability to:

Intermittently review documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain

department policies and procedures; explain operations and problem solve office issues for the public and with staff.

Collect, analyze, and summarize data using computer application programs.

Perform independent research in carrying out technical administrative and technical duties.

Collect, compile, analyze and present a variety of data in a meaningful way.

Develop and implement various data collection and reporting systems.

Explain and interpret policies and regulations accurately and tactfully to the public.

Receive, understand, and respond to public service requests; establish and maintain effective working relationships with those contacted in the course of work; handle multiple project assignments.

Understand and translate City policies and practices into everyday working practices; make sound decisions with solid problem solving methods.

Understand and interpret complex policies, procedures and regulations.

Obtain information through interview; handle multiple project assignments; and deal firmly and courteously with the public.

Analyze situations quickly and objectively to determine proper course of action.

Understand the organization and operations of the City and of outside agencies as necessary to assume assigned technical responsibilities.

Compose professional quality correspondence and letters; assist with preparation of highly technical, detailed and analytical reports.

Maintain a high level of confidentiality of a wide range of sensitive information when involved with human resource, payroll or other confidential issues.

Use principles of effective office safety including use of equipment in a proper and safe manner, use of preventative personal ergonomic techniques, and maintenance of safe housekeeping in personal and common workspaces.

Provide high quality, economical services to the Citrus Heights community, placing emphasis on responsive customer service.

Demonstrate a civic entrepreneurial spirit by generating new, innovative ideas and development of better methods to accomplish tasks and complete projects.

Foster an environment that embraces diversity, integrity, trust and respect.

Be an integral team player, which involves flexibility, cooperation and communication.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.

Experience and Training

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One year of responsible administrative support or technical experience, preferably in the subject area to which assigned.

Training:

Equivalent to the completion of the twelfth grade. Additional college coursework in field related to area of assignment.

License or Certificate:

May need to possess a valid California driver's license and proof of automobile liability insurance as required by the position.

PHYSICAL/SENSORY REQUIREMENTS

On a continuous basis, sit at a desk. Intermittently twist and reach office equipment; write and use keyboard to communicate through written means; run errands; lift or carry weight of 10 pounds or less.

Equal Opportunity Employer:

It is the policy of the City of Citrus Heights not to discriminate against qualified employees or applicants because of race, color, religion, gender, sexual orientation,

marital status, national origin, ancestry, citizenship, age, medical condition, physical or mental disability, or any other basis protected by law. Qualified individuals with a disability will receive reasonable accommodation, as required by the California Department of Fair Employment and Housing (DFEH), and federal laws including the Americans with Disabilities Act and Section 504, during any phase of the selection process, providing such request is made to Human Resources at least five working days in advance. Medical disability verification may be required prior to accommodation.

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