

## **CITY OF OAK HARBOR JOB DESCRIPTION**

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**Title:** *Assistant to the Mayor*  
**Department:** *Office of the Mayor*  
**Reports To:** *Mayor*  
**Status:** *Exempt /Non-union*

### **Job Summary:**

The Mayor's Assistant is the liaison between the Office of the Mayor and the public. The position is also the Mayor's research assistant, and is responsible for Mayor's office reception functions, proactive and customer focused administrative support, office management, secretarial services, communications, community relations, and media activities. Manages various aspects of website content, social media, and technology platforms. Functions as a source of information and referral, and aids in answering questions and assists in the resolution of concerns. This position receives, investigates and makes determinations on citizen concerns regarding the administrative acts of City government. Duties require a high degree of confidentiality, objectivity, neutrality, premier customer service, project management skills, diplomacy and tact; working independently or jointly; and may involve weekly evening and other meetings.

### **Essential Job Functions:**

1. Meet with the Mayor, department heads, and other persons regarding the Mayor's and Council's agenda, plans and priorities, and help manage the Mayor's schedule and activities.
2. Serve as a resource to the Mayor and assist with Council meeting and budget preparations; facilitate communications with the City Administrator, City Attorney, City Clerk, department heads, and other persons; and assist with maintaining the Mayor's agenda, budget, legislative priorities, and other matters.
3. Serve as the Mayor's research assistant gathering and synthesizing data, performing analysis and developing recommendations.
4. Investigate complaints concerning all departments of Municipal government. Receive and log complaints from the public by phone, mail and in-person, make referrals to other agencies and assist in informal resolution of complaints.
5. Identify which complaints are appropriate for investigation; may recommend alternate courses of action for complainants for an effective, efficient and equitable resolution.
6. Perform research, formulate objective opinions, and make recommendations for corrective action, preventative measures and the promotion of competency, efficiency, and equity in government.
7. Provide facilitation skills in sensitive, emotional and/or hostile situations. Be open, objective, approachable and nonjudgmental when discussing incoming concerns.
8. Provide technical and creative input, and manage the ongoing quality and relevance of web content, social media, multimedia, and graphic/image assets. Ensure content meets organizational objectives and audience goals while adhering to agency vision and standards guidelines.
9. Provide systems administration for City website, including assigning and updating user privileges on content management system (CMS).
10. Build, modify and maintain website pages and navigation. Manipulate images. Regularly test internal and external links and images. Update, repair or remove links, images and information as needed.
11. Coordinate and monitor social media presence, and administer archival process.
12. Assist the City Clerk on agenda and Council meeting and workshop preparations when needed and serve as a back-up to the City Clerk.
13. Assist and attend City Council meetings as required, and, at the Mayor's direction, prepare correspondence resulting from Council action such as letters, resolutions and ordinances.
14. Perform communications and secretarial services such as tracking the Mayor's calendar; composing communications; arranging travel itineraries; or screening telephone and internet telecommunications.
15. Prepare speech material for the Mayor.
16. Serve as a representative of the Office of the Mayor on community, business, or economic development matters, attend meetings or other functions in the absence of the Mayor, coordinate and provide information and referrals, and respond to calls and inquiries. Also help facilitate and troubleshoot community and customer service matters and concerns.
17. Assist with the implementation and ongoing process of complex projects, monitor and evaluate progress exercising independent judgement and initiative.

18. Coordinate and perform administrative and management functions of the Office of the Mayor such as purchasing, departmental accounts, guiding the flow of day-to-day communications, serving as the hub for activities, or setting up meetings and conferences.
19. Coordinate and perform Mayor's Office and telecommunications reception and resource functions such as greeting visitors and callers, arranging schedules, listening and assessing concerns and complaints, and provide information on City services, procedures, and contacts.
20. Coordinate and perform, at the direction of the Mayor, ad hoc or continuing projects such as administrative support on Council and community projects, or maintaining liaison with businesses, agencies or other organizations.
21. Coordinate and perform public and community relations activities such as preparation of news releases, first response and referral to media inquiries, coordinating arrangements for recognition events, or preparation of newsletters, meeting packets, and announcements.
22. Coordinate Council requests for administrative services and be a point of contact when requested.
23. Establish and maintain effective relationships with elected officials, all levels of City management, employees, representatives of other governmental agencies, the public and others encountered in the course of work, and interact in a courteous and appropriate manner sometimes in stressful situations.

**Associated Job Functions:**

1. Attend various continuing education meetings and seminars, and conferences.
2. Perform other duties and responsibilities as assigned.

**Performance Requirements (Knowledge, Skills and Abilities):**

- Ability to quickly acquire a thorough knowledge of the Mayor, Council, and department working relationships, people, and personalities, as well as the City's administrative procedures, mission, vision, and management, and of the community's business and economic development issues and values.
- Ability to manage multiple projects with a high attention to detail.
- Extensive knowledge of executive office management, secretarial, administrative, public relations, budgets and accounting, internet, computer, and project management practices.
- Knowledge of web design terminology, protocols and functions including cross browser and platform compatibility and accessibility, ADA site compliance, web compatible file formats and image formats.
- Knowledge of web content management tools and techniques.
- Knowledge and ability to coordinate and perform duties require independent judgment and critical problem solving, good leadership skills, policy interpretation and extensive public contact. Incumbent, from time to time, may supervise office staff and/or coordinate special projects and activities.
- Knowledge of principles, methods and techniques of research and investigation of citizen and staff complaints.
- Knowledge of principles and practices of public administration, including the maintenance of public records.
- Ability to conduct thorough, objective investigations of complaints, reach sound neutral conclusions based on investigation results and maintain confidentiality regarding process and outcomes in accordance with all legal requirements.
- Skills in interviewing, negotiations, conflict/resolution, information gathering, legal research and analytical report writing.
- Ability to define complex issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.
- Ability to investigate and fix issues arising with website content, links and images.
- Skills in using imaging software to enhance, manipulate, resize or retouch digital files for website use.
- Knowledge of online community and current web trends, and experience with social media including Facebook, Twitter, LinkedIn, YouTube, etc.
- Ability to maintain effective and persuasive communication with diverse audiences, both orally and in writing; write clearly and concisely; perform under pressure; recognize and respond to nonverbal communication (body language and eye contact); and make objective judgments with an attitude towards protecting the public trust.
- Ability to compose correspondence, reports and articles from general directions and rough notes; format, edit and proof; and prepare final copy documentation with a thorough knowledge of English, spelling, grammar, vocabulary and punctuation.
- Ability to plan and perform day-to-day research or special project studies and to organize and present findings.
- Ability to safeguard and maintain confidentiality and integrity of highly sensitive information, materials and situations.
- Ability to work independently, be a flexible and proactive self-starter, prioritize work, mesh numerous assignments, and cope with interruptions, last minute changes and rigid deadlines.

- Knowledge and ability to facilitate the flow of information between the Council, Mayor, City Administrator, City Attorney, City Clerk, and department heads with respect to legislative, administrative, and management, and other functions.
- Ability to operate standard office equipment including personal computer and specialized software, calculator, copy machine, and fax machine

**Working Environment and Physical Demands:**

Work is performed in an office and meeting room environment with some travel to other City buildings. Utilization of City codes, ordinances and regulations, providing support to staff and the public. Work requires reaching, twisting, turning, kneeling, bending, squatting, normal range of hearing and visual acuity, eye/hand coordination and manipulation skills to operate a variety of office equipment, computers and telephone, as well as the ability to sit for extended periods of time and access all areas of the facility including stairs. Attendance at evening meetings on a weekly basis may be required.

**Experience and Training Requirements:**

- Bachelor's degree or equivalent in public administration, management, political science, social science, pre-law, communications or closely related field preferred with continuing education in municipal and business related subjects and the ability and interest to search RCW and internet resources, *and*
- Five (5) years of extensive and progressively responsible administrative and executive secretarial experience preferred providing support to senior-level management in business, legal, public administration or a private industry setting.
- Three (3) years or more of progressively responsible experience in web design, electronic media, content management or website administration.
- Experience conducting research on sensitive internal organizational audits, ethics violations or citizen complaints.
- Must have premier customer service skills and accomplishments such as involved with executive office communications, business and economic development, office coordination, problem solving, multi-tasking, and day-to-day project research and administration.
- Local government or public agency experience preferred.
- Excellent computer operation skills and experience with a variety of software programs including Microsoft Office, Adobe applications and web editing software. Strong MS Excel, MS Powerpoint and MS Word skills required.
- Must sign agreement acknowledging confidential nature of employment.
- Valid Washington State driver's license or otherwise establish the ability to perform the job in an equally efficient manner without driving.
- Must pass background and driver's abstract check.

*A combination of education, training and experience that provides the required knowledge, skills and abilities to perform the essential job functions may be considered.*

Established: Hulbert, 95

FLSA: Exempt

Revised: AK, 98; NWM/HR 1/04, HR 7/10, Admin/HR 1/14, Mayor 2/16

Salary Range: Contract

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered as an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize work periods, or otherwise balance the workload.