

CITY OF SPOKANE VALLEY POSITION DESCRIPTION

Class Title: City Services Administrator
Department: City Services
Division:
Date: August 15, 2023

Job Code Number: 145
Grade Number: 21
FLSA Status: Exempt
Location: City Hall

GENERAL PURPOSE

Performs complex managerial, administrative, and supervisory work in planning, organizing, directing, and supervising priority initiatives for the City. Coordinates activities and duties of departments to advance key services to the community. Collaborates with outside agencies and provides highly responsible and complex administrative support to the City Manager.

SUPERVISION RECEIVED

Works under the general guidance and direction of the City Manager.

SUPERVISION EXERCISED

Exercises direct supervision over professional, technical, and administrative staff as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- In concert with City Council priorities, leads the City's effort to advance the City State and Federal legislative initiatives and priorities. Monitors and analyzes regional, state and federal legislation, ordinances and policy changes.
- Establishes and oversees implementation of programs that support or advance economic development, transportation initiatives, community services, or other City priorities.
- Manages the maintenance and development of City facilities. Conducts studies to determine the best use of assets and develops plans to enhance the use of City property. Implements new facility operational changes,
- Coordinates and oversees the acquisition of various properties that advance city council goals and/or support programs.
- Oversees the planning of new facilities and expansion, renovation and maintenance of existing facilities.
- Oversees the development and management of contracts with service providers, consultants, state and federal agencies.

- Assists in the development and implementation of city goals, work plans, and performance measures.
- Serves as a liaison to various civic and/or governmental organizations and committees, taskforces, boards and commissions; confers regularly with other municipalities, chamber of commerce, authorities, and commissions.
- Oversee and participate in the development and administration of the department budget; approve the forecast of funds needed for staffing, equipment, materials, and supplies; approve expenditures and implement budgetary adjustments as appropriate and necessary.
- Manage the development and implementation of departmental goals, objectives, policies, and priorities for each assigned service area.
- Establish, within City policy, appropriate service and staffing levels; monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; allocate resources accordingly.
- Plan, direct and coordinate, through subordinate level staff, the Department's work plan; assign projects and programmatic areas of responsibility; review and evaluate work methods and procedures; meet with key staff to identify and resolve problems.
- Supervise division staff either directly or through subordinates.
- Assess and monitor work load, administrative and support systems, and internal reporting relationships; identify opportunities for improvement; direct and implement changes.
- Responsible for the quality of products and services of assigned areas of responsibility. Determines work procedures, prepares work schedules, and expedites workflow. Issues written and oral instructions. Assigns duties and examines subordinate work for exactness, neatness, and conformance to goals, policies and procedures.
- Represent the assigned divisions and prepares the preparation of reports and presentations at public hearings; attends and presents at City Council meetings.
- Prepares composite reports from individual reports of subordinates. Adjusts errors and complaints. Evaluates issues and options regarding municipal public works and makes recommendations.
- Maintains regular contact with outside entities, City, County, State and Federal agencies, professional and technical groups and the general public regarding division activities and services.
- Studies and standardizes procedures to improve efficiency of subordinates. Maintains harmony among workers and resolves grievances.

- Supports other staff in the overall success of City goals and initiatives. Actively develops effective working relationships with both administrative and program officials to ensure cooperation and efficient operation of city government.
- Conducts and oversees special studies and reports on a variety of subjects and activities as basis for recommendations to City Council, City Manager, or Deputy City Manager.

PERIPHERAL DUTIES

- Monitors inter-governmental actions affecting Homelessness initiatives or goals.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- Graduation from a four-year college or university with a degree in business or public administration, or a closely related field; and
- Minimum of seven years of increasingly responsible managerial experience at least four years of experience with municipal entities.
- An equivalent combination of education and experience may be considered.

Necessary Knowledge, Skills and Abilities:

- Thorough knowledge of operations, services and activities associated with a comprehensive municipal services and/or facilities.
- Principles and practices of program development and administration.
- Ability to communicate effectively, orally and in writing, with employees, consultants, other governmental agency representatives, City officials and the general public; ability to conduct necessary engineering research and compile comprehensive reports.
- A key value of the City is customer service. This position requires considerable knowledge, ability and skill in the principles and practices of excellent customer service as practiced in both the private and public sectors. It requires the ability to effectively meet and deal with the public; the ability to handle stressful situations; the ability to greet and respond to customers in a friendly, pleasant and professional manner using appropriate inflection, grammar and syntax; the ability to establish and maintain effective working relationships with employees, supervisors, and the general public; the ability to maintain a professional, courteous, and pleasant demeanor in difficult and stressful situations; and the ability to diplomatically deal with difficult people. A willingness to expend extra effort to help the public find answers or information relative to their inquiry or complaint is expected.

SPECIAL REQUIREMENTS

Must possess a valid Washington State driver's license or have the ability to obtain one prior to employment. Registration as a Professional Engineer (PE) in the State of Washington or reciprocal certification is desirable.

TOOLS AND EQUIPMENT USED

Personal computer, including word processing, spreadsheet, and database and computer-aided-design software; motor vehicle; phone.

PHYSICAL DEMANDS

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Work is performed mostly in office settings. Some outdoor work is required in the inspection of various land use developments, construction sites, treatment facilities. Hand-eye coordination is necessary to operate drafting instruments, computers and various pieces of office equipment.
- While performing the duties of this job, the employee is occasionally required to stand, walk; use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to sit, talk or hear; and smell.
- The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

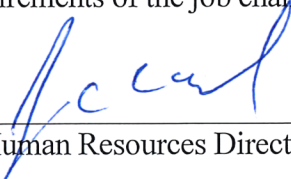
WORK ENVIRONMENT

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee occasionally works in outside weather conditions. The employee occasionally works near moving mechanical parts and in high, precarious places and is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals, risk of electrical shock, and vibration.

- The noise level in the work environment is usually quiet to moderate.

SELECTION GUIDELINES

- Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.
- The duties listed above 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 the position.
- The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: 
Human Resources Director

Approval: 
City Manager

Effective Date: August 15, 2023

Revision History: Established, August 15, 2023