



<b>Department:</b>	Management Services
<b>Bargaining Unit:</b>	Executive Management
<b>Salary Range:</b>	X-76
<b>Last Revision:</b>	January, 2014

## **MANAGEMENT SERVICES DIRECTOR/ASSISTANT CITY MANAGER**

### **DEFINITION**

To manage, supervise and coordinate operations and maintenance of the Hollister Municipal Airport. Manage, supervise, and coordinate all Code Enforcement Activities. Manage, supervise and coordinate the City of Hollister Risk Management and Workers' Compensation programs. Coordinate assigned activities with other City Departments and outside agencies and provide administrative support to the City Manager.

### **SUPERVISION RECEIVED AND EXERCISED**

Receive general direction from the City Manager.

Exercises direct supervision over full time, seasonal and contract support staff.

### **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

Select, train, motivate, supervise and evaluate staff. Assign duties and responsibilities, make work schedules, training plans and allocate awards. Write performance evaluations; work with employees to correct deficiencies; implement discipline and termination procedures.

Research, evaluate, recommend and write grant proposals and other funding requests to Federal and State agencies.

Prepare a variety of correspondence and reports.

Attend and make presentations at City Council, interagency, commission and other meetings and conferences.

Respond to difficult or sensitive complaints and requests for information from the public, news media and City staff.

Represent the City on boards and committees, in the community, and at professional meetings as required.

### **Hollister Municipal Airport**

Manage all services and activities of the Hollister Municipal Airport except those contracted to the Fixed Base Operator (FBO).

**City of Hollister**  
**Management Services Director/Assistant City Manager (Continued)**

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES (Continued)**

**Hollister Municipal Airport**

Research, evaluate, recommend, prepare and submit on time, complex grant proposals and other funding requests to Federal and State agencies.

Serve as property manager responsible for renting and leasing airport property. Negotiate leases in coordination with the Director of Public Works and the City Attorney. Coordinate with City Finance Department on all Airport fiscal matters.

Manage daily activities of the airport with major emphasis on safety. Inform tenants of airport, fire department and Federal Aviation Administration (FAA) rules, regulations, policies, safety measures and lease requirements. Conduct inspections to insure compliance. Document and inform City Manager of significant safety and hazardous waste violations.

Investigate and resolve tenant complaints with the objective of positive tenant-City relations. Recommend eviction or lesser action where tenants refuse to comply with established rules, regulation or policies mandated in lease agreements.

Serve as the Airshow Director for the City of Hollister. Prepare all necessary applications and permits. Plan, direct and coordinate the Airshow.

Plan, direct, coordinate and review the airport work plan. Meet with City staff to identify and resolve problems, assign work priorities, monitor workflow, evaluate work products and adjust work plan as needed due to weather, contractor, funding or other unforeseen delays.

Evaluate operations, maintenance, policies and procedures continuously and make or recommend changes for improvement to meet established goals and objectives. Implement changes as needed and in coordination with supervisor, City staff and tenants as applicable.

Research and recommend capital improvements. Prepare justifications, grant requests and other documentation as necessary.

Prepare and present reports as necessary for the City Manager, other City departments and the Airport Advisory Commission. Maintain records of operations, leases, projects, grants and proposals, the budget, employees and other subjects.

Serve as the secretary for the Airport Advisory Commission. Prepare and post meeting announcements and agendas. Record and/or take notes to document meeting proceedings. Research and prepare materials and handouts as required by the Commissioners and directed by the supervisor.

Represent the Airport Division in meetings with other City departments or outside agencies concerning matters affecting the Airport.

Prepare preliminary annual Airport Division operating budget to include capital improvements. Administer the approved budget, adjusting expenditures as necessary with approval of the City Manager.

***City of Hollister***

***Management Services Director/Assistant City Manager (Continued)***

Manage all activities of the City of Hollister Code Enforcement Program.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES (Continued)**

**Code Enforcement**

Research, evaluate, and recommend appropriate changes to the Hollister Municipal Code.

Manage daily activities of the Code Enforcement Program with major emphasis on safety. Educate the public of appropriate municipal codes, regulations and policies. Conduct inspections to insure compliance. Investigate and resolve significant safety and hazardous waste violations.

Respond to and investigate complaints regarding violations of City ordinances; issue notices of violations; stipulate necessary changes for ordinance compliance; take appropriate action to insure compliance.

Prepare case information and present evidence at appeal hearings and other legal proceedings.

Explain, interpret, and make presentations to community groups and businesses.

Plan, direct, coordinate and review Code Enforcement activities. Meet with City staff to identify and resolve problems, assign work priorities, monitor workflow, evaluate work products and adjust work plan as needed due to weather, contractor, funding or other unforeseen delays.

Evaluate operations, policies and procedures continuously and make or recommend changes for improvement to meet established goals and objectives. Implement changes as needed and in coordination with City Manager, City staff and tenants as applicable.

Prepare and present reports as necessary for the City Manager, other City departments and the Planning Commission. Maintain records of operations, budgets, employees and other subjects.

Serve as the secretary for Administrative Hearings. Record and/or take notes to document hearing proceedings.

Represent the Code Enforcement Division in meetings with other City departments or outside agencies concerning Code Enforcement matters.

Prepare preliminary annual Code Enforcement Division operating budget. Administer the approved budget, adjusting expenditures as necessary with approval of the City Manager.

**Risk Management/Workers' Compensation**

Plan, organize, assign, direct, review and evaluate the activities of the Risk Management and Workers' Compensation Programs.

Prepare preliminary annual Risk Management/Workers' Compensation operating budget.

Administer the approved budget, adjusting expenditures as necessary with approval of the supervisor.

**City of Hollister**

**Management Services Director/Assistant City Manager (Continued)**

Confer with and provide professional assistance to City staff on Risk Management and Workers' Compensation issues.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES (Continued)**

**Risk Management/Workers' Compensation**

Advise the City Manager and the City Council on the topic of Risk Management/Workers' Compensation.

Develop interpretations of state and local codes, and City policies and agreements as they apply to Risk Management/Workers' Compensation within the City's programs.

Create and maintain a high level of confidence in the handling of Risk Management/Workers' Compensation issues and records.

**Assistant City Manager**

Responsibilities and duties may include, but are not limited to, the following:

Develop, plan and implement goals and objectives for the City; recommend and administer policies and procedures; research City Council requests regarding policy; prepare and submit recommendations at the City Manager's discretion.

Provide highly responsible administrative staff assistance to the City Council; direct specific and comprehensive analyses of a wide range of municipal policies; update the City Council on the status of various projects at the City Manager's discretion.

Assist the City Manager with the development of the annual City budget in accordance with City Council directives; monitor monthly expenditures and report significant variances to the City Council; develop alternate revenue sources for City Council projects; oversee the implementation of City Council goals and objectives.

Select, train, motivate and evaluate executive management personnel; implement discipline and termination procedures at the City Manager's discretion.

Assist the City Manager to continuously monitor and evaluate the efficiency and effectiveness of the City's organizational structure, staffing patterns, service levels and administrative systems; implement improvements.

Serve as liaison between the City and other municipalities, counties, elected officials and outside agencies; explain and justify City programs, policies and activities; negotiate and resolve significant and controversial issues at the City Manager's discretion.

Negotiate contracts and solutions involving a variety of administrative, fiscal and special projects; participate in the preparation of program or special project budgets at the City Manager's discretion.

Serve as City Manager upon the request or absence of the City Manager.

Perform related duties and responsibilities as required.

**City of Hollister  
Management Services Director/Assistant City Manager (Continued)**

**JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Knowledge of:**

Basic principles of municipal budget preparation and control.  
Pertinent Federal, State and local laws, codes and regulations.  
Principles of supervision, training and evaluation of subordinate employees.

**Skill to:**

Operate a motor vehicle safely.  
Establish and maintain effective working relationships with individuals and citizens groups, businesses, and other internal and external agencies.  
Gather and analyze data for the purpose of preparing accurate and concise written and statistical reports.  
Operate an office computer and a variety of word processing and software applications.  
Select, train, motivate and evaluate staff.  
Develop, implement, and interpret goals, objectives, policies, procedures, and work standards.  
Analyze department support needs and ensure prompt and efficient delivery of services, materials, and supplies.  
Interpret, analyze and apply federal, state and local laws, rules and regulations related to local government operations.  
Prepare clear, concise and accurate reports, correspondence and other written materials.

**Ability to:**

Prepare and administer a budget.  
Develop grant and other fund proposals in accordance with Federal and State requirements.  
Supervise and evaluate subordinates.  
Coordinate and cooperate with other City department employees.  
Communicate clearly and concisely, both orally and in writing.  
Research, investigate, report and resolve situations and issues at the lowest level possible.  
Interpret and apply Federal, State and local policies, procedures, laws and regulations.  
Tactfully and courteously respond to requests and inquiries from the general public.  
Use computer technology and applications in the performance of daily activities.  
Apply analytical skills and understand impact and consequences of decisions and actions.  
Process information and data in a relevant manner to reach reasonable conclusions and make practical decisions.  
Meet deadlines, work independently, and operate office equipment.  
To work alternative work schedules.  
Establish and maintain effective working relationships with those contacted in the course of work including City and other government officials, community groups, the general public, and media representatives.

**Airport**

**Knowledge of:**

Management and administrative practices sufficient to perform duties associated with managing a municipal airport.

**City of Hollister**  
**Management Services Director/Assistant City Manager (Continued)**

Operational characteristics, services and activities of a municipal airport.  
Principles and practices of property management.  
Planning practices and procedures common to local governments in order to draft the Airport Master Plan, work plan, budget, lease agreements and other documents as required.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS (Continued)**

**Airport**

**Knowledge of:**

Pertinent safety requirements associated with airport operations to include aircraft servicing, fueling, storage, taxi way, fuel trucks, tenant agreements and fire department regulations.

Leasing principles and practices to administer airport lease agreements.

**Ability to:**

Manage, direct and administer the daily operations and maintenance of a municipal airport to include the definition and solution of problems associated with operations, maintenance and leases.

Manage airport property leases, monitor and review lease agreements, deal with airport tenants, ensure timely collection of rents, prepare documents for lessee evictions, and keep up-to-date lease agreements.

**Code Enforcement**

**Knowledge of:**

Municipal Code enforcement methods and procedures.

Principles of investigation, interviewing, and report writing.

Safe and efficient work practices related to inspections and enforcement duties.

Techniques of negotiations and conflict resolution.

**Skill to:**

Interpret City codes and determine corrective action.

**Ability to:**

Read and interpret laws, codes, ordinances and policies.

Travel to remote sites within the city to conduct inspections.

Work indoors or outdoors in a variety of climatic conditions.

**Risk Management/ Workers' Compensation**

**Knowledge of:**

City organization and functions; laws, rules, codes, and regulations governing Risk Management/Workers' Compensation activities.

Advanced principles and practices of human resources management, including recruitment, selection, discipline, and benefits administration.

Advanced principles and practices of risk management, including liability analysis and insurance coverage evaluation.

Applicable federal, state and local laws, codes and ordinances.

Safe work practices.

**Skill to:**

Plan, organize, assign, direct, review and evaluate activities of the Risk Management/Workers'

**City of Hollister  
Management Services Director/Assistant City Manager (Continued)**

Compensation program.

Analyze complex problems, evaluate alternatives, and make sound recommendations related to Risk Management/Workers' Compensation activities.

Evaluate and prepare recommendations pertaining to insurance coverage and selection of vendors for the City-wide risk management program.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS (Continued)**

**Assistant City Manager**

**Knowledge of:**

Organization and management practices as applied to the analysis and evaluation of City programs, policies and operational needs.

Modern and complex principles and practices of municipal program development and administrative.

Advanced principles and practices of budget preparation and administration.

Current social, political and economic trends and operating problems of a city government.

Economic development programs and services.

Modern methods of procurement, contract negotiation and administration.

**Ability to:**

Plan, organize, direct and coordinate the work of executive management personnel; delegate authority and responsibility.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Effectively and fairly negotiate appropriate solutions and contracts.

Allocate limited resources in a cost effective manner.

Gain cooperation through discussion and persuasion.

Evaluate and develop improvements in city operations, procedures, policies and methods.

Select, supervise, train, evaluate and motivate executive management staff.

Identify and respond to community and City Council issues, concerns and needs.

**Experience and Training Guidelines:**

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

**Experience:**

Four (4) years of increasingly responsible experience in public administration, preferably including two (2) years of airport management or property management responsibility and/or two (2) years of code enforcement responsibility

**Training:**

Equivalent to a Bachelor's degree from an accredited college or university with major course work in public administration, business management or a related field.

**License or Certificate:**

Possession of, or ability to obtain, an appropriate, valid California driver's license.

Possession of, or ability to obtain, POST PC 832 Certification.

Possession of, or ability to obtain, an appropriate, Code Enforcement Certification.

Possession of, or ability to obtain, HAZWOPER Certification.

**Special Requirements**

**City of Hollister**

**Management Services Director/Assistant City Manager (Continued)**

*Essential duties require the following physical skills and work environment:*

Ability to work in a standard office environment with some ability to sit, stand, walk, kneel, crouch, stoop, squat, twist, climb and lift 50 lbs; exposure to noise, outdoors, vibration, chemicals, mechanical hazards, and electrical hazards; ability to travel to different sites and locations.

**Effective Date: January 21, 2014**