



CITY OF SANTA FE

Deputy City Manager

FLSA Status: *Exempt*
Union Status: *Exempt-At-Will*
Salary Range: 127
Safety Sensitive: *No*

General Definition of Work

The duties of this position include assisting the City Manager in finding innovative, collaborative and creative solutions to operational issues; championing new and existing initiatives that streamline operations; enhancing performance and improve customer service across the City; and coordinating the activities of City departments and offices based on general direction and policy of the City Manager. The candidate is a self-directed problem solver with excellent communication skills who serves as a centralized point of coordination, helps establish good management practices, and develops a collaborative work environment for citywide innovation. Duties of this position are carried out with wide latitude, judgment, and discretion.

Supervision Received

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

Supervision Exercised

May oversee and supervise assigned staff.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. A position may not include all of the duties listed and the listed examples are not an exhaustive list of the duties that may be found in a position of this class.

Essential Functions

- Provides general assistance to the City Manager.
- Carries out the City Manager's directives regarding implementation of programs and policies; represents the City Manager in resolving problems and conflicts within City government.
- Performs complex administrative work in planning and managing innovation throughout the city.
- As assigned by the City Manager, leads citywide effort to improve operations, decrease turnaround times, and streamline workflow processes.
- Demonstrates a commitment, sensitivity, and proactive approach to ensuring diversity, equality and inclusion.
- Develops strategic and operational short-term and long-term plans with clear objectives, goals, outcomes, and performance measures.
- Establishes and maintains systems for measuring, monitoring, and reporting on citywide operational and management performance.
- Studies departmental organization and procedures and recommends changes when required or advantageous.
- Supervises research, procedural, and administrative studies and preparation of reports embodying proposed or recommended solutions or courses of action.
- Works with staff to coordinate City Council meeting agendas and follow-up actions resulting from Council or committee meetings.
- Facilitates various activities across departmental lines.

- Assists the City Manager to coordinate the day-to-day operation of the City Manager's office by assisting the City Manager to manage workload and coordinate the office's responses to news or changing policy.
- Collaborates with stakeholders to ensure effective implementation of major City initiatives.
- Provides counsel on matters of communications, messaging, and strategy; and,
- Coordinates with City Manager to prepare for weekly City Council meetings, local policy, and legislative counsel.
- Prepares, justifies, and/or administers the budget for program areas; plans, administers, and monitors expenditures to ensure cost-effective support of programs and policies; assesses financial condition of an organization.
- Develops goals, documents performance, reviews, develops, and/or modifies work plans, methods, and procedures, determines work priorities.
- Provides work instruction, assists employees with difficult and/or unusual assignments, and encourages innovation.
- Resolves problems, mediates conflicts encountered during daily operations, determines appropriate solutions, and promotes teamwork. Encourages regular communication and informs staff of relevant business issues and their impact on the organization.
- Develops work schedules to provide adequate staff coverage and approves leave and timesheets. Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.
- Provides performance feedback and formally evaluates the work of employees.
- Conducts hiring interviews and selects candidate(s) for job opening(s).
- Provides reward and recognition for proper and efficient performance.
- Assists staff to achieve performance standards and identifies opportunities for continual improvement and development to performance standards.
- Documents causes for disciplinary action, initiates letters of reprimand, and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.
- Ensures staff is attending training, including safety training on a regular basis.

Knowledge, Skills, and Abilities

- Considerable knowledge of public administration principles, with particular reference to municipal administration including the basic principles of organization, public personnel administration, management and budget preparation. Knowledge of the organization and functions of the City's governmental units and of research techniques and the sources and availability of information with particular attention to planning, organizing, and directing comprehensive administrative and management services. Must have experience and understand the principles and methods of strategic planning, performance measurement and process improvement.
- Considerable skill in analytical thinking and have a clear understanding of local governmental processes and procedures. Must be able to reconcile different viewpoints and make constructive policy recommendations.
- Ability to: address an array of problems associated with the day-to-day operation of municipal government, analyze a variety of administrative problems, make sound recommendations as to their solution, and prepare working procedures. Ability to maintain effective working relationships with the City Manager, Mayor and City Council, Department personnel, advocacy organizations, and the public. Ability to perform a broad range of supervisory responsibilities over others. Must have excellent communication skills, both orally and in writing, and be able to make presentation to the governing body, various committees and to the public.
- Attention to Detail – Ability to be thorough when performing work and conscientious about attending to detail.
- Coaching – Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.
- Conflict Management – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.
- Customer Service – Ability to interact with customers in a friendly and professional manner, ability to work to resolve issues quickly and effectively, and is knowledgeable about products and services.
- Deciding and Initiating Action – Takes responsibility for actions, projects and people; makes quick, clear decisions which may include tough choices, after considering risks.
- Decision Making – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.
- Delivering Results – Ability to set high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

- Interpersonal Skills – Ability to show understanding, respect, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relate well to different people from varied backgrounds and different situations.
- Learning – Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development.
- Mathematical Reasoning – Solves practical problems by choosing appropriately from a variety of mathematical and statistical techniques.
- Planning and Evaluating – Organizes work, sets priorities, determines resource requirements, determines short or long-term goals and strategies to achieve them, coordinates with other organizations or parts of an organization, monitors progress, and evaluates outcomes.
- Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.
- Resilience – Deals effectively with pressure; remains optimistic and persistent, even under adversity. Recovers quickly from setbacks.
- Teaching Others – Helps others learn through formal or informal methods; provides resources to help teach others; acts as a mentor.
- Thinking Strategically – Thinks strategically and promotes best practices and leading-edge ideas.
- Writing – Writes in a clear, concise, and organized manner for the intended audience.
- Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

Education Requirement

Bachelor's Degree with a concentration in Business Management, Public Administration, or related field.

Experience Requirement

Six (6) years of progressively responsible experience performing duties as outlined above, of which three (3) years were in managing relationships and complex administrative processes, preferably in local government.

Education and Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education. Additional appropriate education may be substituted for the minimum experience requirements.

Licensure and Certifications

- Must possess a valid driver's license.

Special Requirements

- Obtain and maintain a City of Santa Fe driving permit within three (3) months of hire.
- Must be willing to work flexible hours including evenings, holidays and weekends.

Physical Requirements

- Requires the exertion of up to 10 pounds of force.
- Requires speaking or hearing and using hands to finger, handle or feel, requires sitting, standing, walking, stooping, kneeling, crouching, or crawling, reaching with hands and arms and lifting.
- Standard vision requirements.
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly.
- Hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound.
- Work requires preparing and analyzing written or computer data, using of measuring devices, operating motor vehicles and observing general surroundings and activities.

Working Environment

- Work occasionally requires exposure to environmental conditions.
- Work is generally in a moderately noisy location (e.g., business office, light traffic).
- Requires attendance at evening meetings and special project deadlines outside the normal workweek.
- Some travel to off-site locations is required.

EEO/ADA Compliance

The City of Santa Fe is an Equal Opportunity Employer. In compliance with the American's with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

Veterans' Hiring Initiative

Pursuant to City of Santa Fe Resolution No. 2013-079, the City of Santa Fe Human Resources Department has implemented a Veterans' Hiring Initiative policy in order to provide opportunities for veterans who meet or exceed the minimum qualifications for city employment to obtain City employment. The Governing Body does not guarantee that a veteran shall be hired for the position being applied for, only that the veteran will be given an interview; and, it does not intend to supersede or modify any collective bargaining agreement that is currently in place with the City of Santa Fe.

Job applicants who are veterans with an honorable discharge from the military or are members of the National Guard or Reserve who have successfully completed basic training, must use the Veterans' Certification Form to identify themselves and then must attach a copy of their DD214 or DD215 and/or their proof of current Active, Guard or Reserve enlistment in order to certify their status for the position in which applying for.

Applications must be submitted online at:

<https://cityofsantafenemployees.munisselfservice.com/employmentopportunities/default.aspx>

Resumes will not be accepted in lieu of the city application form, unless the position status is at-will. When required of the position, high school diploma/GED, college degree(s), certification(s), or license(s) must be attached at the time of submission of the application. Each applicant is considered only for the current vacancy indicated on the application submitted. It is the responsibility of the applicant to monitor any future openings and to submit a separate application for each position. Incomplete applications will not be considered. Applications become public record upon receipt and may be made available for public inspection upon request. Pre-placement physical exams, and drug and alcohol screenings are required for some positions.

This job announcement is not intended to be inclusive of all functions, responsibilities and qualifications associated with the position, however, representative of the essential job functions and typical criteria considered necessary to successfully perform the position. This position 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 position change.

Acknowledgment

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee.

I have read and understand the above job description. I verify that I meet the requirements and am able to perform the duties and responsibilities on this job description.

Print Employee Name

Date

Employee Signature