

## **CLASS TITLE: DIRECTOR OF CONSTITUENT SERVICES**

**PURPOSE OF THE CLASSIFICATION:** Under general direction is responsible for assisting the Council Administrator in the administration, coordination and management of the City Council Staff to ensure the effective and efficient operation of the City Council and the ongoing evolution of that government body and performs other assigned duties including but not limited to managing administrative functions relating to the central operations of the Council Office, and performs other related assigned duties.

### **ESSENTIAL TASKS:**

- Provides appropriate advice, guidance and management leading to the maintenance of the City Council as a representative institution, provides advice and counsels on key issues to individual councilors and the Council as a whole
- Guides the Council in the performance of its charter mandated and related duties, especially its City-wide budget, legislative responsibilities and conduct of official business
- Assists in the investigation of inquiries made by City Council members regarding the efficiency, economy and effectiveness of administrative practices, methods, systems and controls
- Manages and directs the daily interaction and orderly work flow between the City Councilors and Council Staff, including official actions and activities related to the regular weekly City Council Meeting and Standing Committee, special and investigative and task forces and Councilor district meetings
- Coordinates and supports actions, initiatives and activities with regard to the City Charter, TRO, the Council's adopted "Rules and Order of Business", Oklahoma statutes, code of ethics and conduct, community perception, media coverage and conflict-of-interest standards
- Assists in the preparation and monitoring of the City Council's annual budget, purchasing and administrative functions, writes and edits releases for City Council
- Coordinates state and federal legislative monitoring efforts
- Arranges news conferences, interviews and other public contact programs for the City Council
- Aids the Council Administrator in the management and general preparation and presentation of the Council agenda
- Coordinates and prepares various written special reports for the City Council as required, including Vision Tulsa publication
- Conducts specialized research for Council members and provides information concerning City operations as requested
- Receives inquiries from the public and reports back on the status to the public and/or the City Council
- Makes detailed professional presentations to the Council, Mayor and City Department Heads
- Assists the Council Administrator in planning, assigning, supervising, and reviewing the work performed by the Council staff, and assumes the Council Administrator duties in his absence including resolving interdepartmental issues
- Must report to work on a regular and timely basis

### **QUALIFICATIONS:**

Training and Experience: Graduation from an accredited college or university with a Bachelor's degree in public or business administration, governmental affairs, law degree or related social science field, and seven (7) years of progressive, responsible administrative experience, including two (2) years of major municipal government operations experience, or an equivalent combination of training and experience per Personnel Policies and Procedures, section 128.

Knowledge, Abilities, and Skills: Demonstrated knowledge of the operations of a large governmental or public administrative agency; considerable knowledge of research methods and report presentations; working knowledge of the financial, budgetary and legislative function of a municipal government; some knowledge of City-wide operations with municipal government experience; some knowledge of City and state rules and regulations, budgetary preparation and economical principles; and working knowledge of computer systems and applications. Ability to effectively communicate verbally and in writing; ability to supervise others; ability to diplomatically solve problems; and ability to utilize the highest level of

interpersonal skill in order to understand, select, develop and motivate people at any level within or outside the organization.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting, carrying, pushing and pulling up to 5 pounds; may be subject to walking, standing, sitting, reaching, bending, handling and feeling; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License.

**WORKING ENVIRONMENT:** Working environment is primarily indoors in an office setting.

**Class Code: 1001**

**EEO Code: E-01**

**Pay Code: CS-80**

**Group: Clerical and Administrative**

**Series: General Administrative**

**Effective date: September 14, 2015**