

# South Jordan City

## Job Description

<b>Title:</b>	<b>Assistant to the Mayor / City Manager</b>	<b>Effective Date:</b>	<b>5/14/2025</b>
<b>Org:</b>	<b>100100</b>	<b>FLSA:</b>	<b>Exempt</b>
<b>Pay Grade:</b>	<b>GS22</b>	<b>Workers Comp:</b>	<b>Clerical</b>

**This is an “at-will” position. The employee or the City may end the employment relationship at any time, with or without cause or explanation.**

### GENERAL PURPOSE

Perform a variety of specialized job duties as assigned to support the vision and mission of the City. Provide project management, oversight, and analysis of unique and specialized nature. Coordination with multiple departments and divisions on multifunctional teams. Liaison with both public and private sector entities and provide customer relation support to resolve issues and resident concerns. Leadership, guidance, and supervision of the Information Center.

Support and assist the Office of the Mayor and the City Manager by performing a wide range of secretarial and administrative functions to accomplish the work of the office. Work requires a high degree of confidentiality and discretion in a publicly sensitive environment.

Extensive responsibility is involved in developing working relationships with the Mayor and City Council, City Manager and Department Directors and other staff, various community leaders in schools, businesses, other public agencies, and media representatives.

### SUPERVISOR

City Manager

### POSITION(S) SUPERVISED

Information Center Agent

### ESSENTIAL JOB FUNCTIONS

Meet performance standards established with the employee’s supervisor.

Job attendance is required, except for authorized leave. Some, 40% or less of the essential job duties may be performed regularly from a remote location upon authorization.

Lead the operations of the Information Center including: evaluating and assigning work in most efficient and effective manner, offer suggestions and implement programs/processes that will increase level of customer service given to residents/businesses/contractors, supervise and mentor team members and evaluate and implement training for staff in alignment with the city’s strategic priorities, and ensure proper staff coverage.

Train, mentor, supervise, and assist the information center staff in performing their job duties. Conduct performance evaluations of division employees in accordance with the human resources policies and procedures of the city. Assist in hiring, training, employee development and training, performance evaluations and recommending disciplinary action of personnel.

Provide effective communication between divisions and departments on sensitive political issues. Demonstrates high level of attention to protocols, relationships, and etiquette. Exhibit high level of professionalism in manner and dress and demeanor. Provides exemplary customer service through in-person, telephone, and written correspondence.

Collaborate as a liaison with public, private and non-profit agencies as the representative of the City. Coordinate complex problem resolution with internal and external stakeholders and with other departments and City Councilmembers as needed.

Serve as a project manager for proposed special projects for the City. Collect, analyze, present data analysis as a project manager for proposed projects to the City Manager.

Responsible for special projects as assigned, which may include project management tasks such as acting as the City point of contact for contractors, design professionals, or department designees to discuss and resolve matters such as work procedures, complaints, or construction within the City. Responsible to track project costs and provide regular progress reports to supervisor. Plan, schedule, or coordinate special projects to meet deadlines set by supervisor.

Receive and respond to a variety of inquiries, concerns and complaints from citizens and individuals with a business interest in the City. Screens and refers calls, letters, and email as appropriate. Assist in the resolution of problems and concerns through explanation of City or departmental practices and policies. Research issues for the public and for the Mayor. Prepare responses to correspondence. Prepares drafts of proclamations and other documents issued by the Mayor as needed.

As a representative of the Office of the Mayor and the City Manager, interacts with the public using courtesy, tact, and discretion at all times. Maintains effective communications with the City Council and City staff, providing assistance as appropriate in matters needing the attention of the Mayor or City Manager. Maintains a good working relationship with members of the media; supplies appropriate and accurate information as authorized.

May provide support to the City Manager and Assistant City Manager for calendaring, scheduling and coordinating meetings and appointments, may attend meetings as their representative. May assist with making travel arrangements, credit card processing and other duties as assigned. May prepare agendas and minutes of meetings and distribute as needed, as well as other follow up duties as assigned.

Schedule Mayor's appointments, meetings and appearances, maintaining a disciplined, organized schedule. Arrange travel itinerary and reservations, process documents for advance travel as needed. May provide similar support for City Council members as required at various times.

May represent the City and more specifically the Mayor and/or City Council, at public and private functions, and intergovernmental planning groups as directed.

Serve as the records liaison for the Office of the City Manager, Mayor and City Council.

Organize and facilitate special events and projects within the City for the Executive Staff, Mayor and City Council. May coordinate multiple assignments and project activities simultaneously that involve a combination of priorities.

Maintains strict confidentiality concerning sensitive and confidential information, personnel matters, litigation, and other matters requiring a high degree of discretion.

Serve as a notary and the backup to the Deputy City Recorder.

Perform other duties as assigned.

#### MINIMUM QUALIFICATIONS

1. Education and Experience:
  - A. Graduation from High School or G.E.D.;
  - AND
  - B. Eight (8) years of progressively responsible experience related to above duties
2. Special Qualifications:

Valid Utah Class D Driver License  
Supervisory experience preferred

Experience in public sector preferred  
Must be licensed in the State of Utah as a Notary Public, or obtain within six (6) months of employment Certification as a project manager preferred

3. Knowledge, Skills, and Abilities:

Knowledge of modern office practices and procedures; letter composition, grammar, spelling and punctuation; operation of word processor terminal; operation of standard office equipment; basic mathematics; interpersonal communication skills and telephone etiquette; basic public relations.

Ability to operate a personal computer and Microsoft products.

Ability to operate Adobe sign and contract management for the Office of the City Manager.

Ability to handle and maintain highly sensitive material and confidentiality in a professional manner.

Skill in talking to others to convey information effectively, adjusting actions in relation to others' actions, critical thinking, persuasion, and skill in judgment and decision making.

Ability to communicate effectively, verbally and in writing; work independently in meeting various time deadlines and work pressures; perform basic mathematical calculations; maintain strict confidentiality related to sensitive administrative information; operate standard office equipment; develop effective working relationships with supervisors, co-workers, and the public.

4. Work Environment:

Incumbent of the position performs in a typical office setting with appropriate climate controls. Tasks require variety of physical activities, not generally involving muscular strain, but do require frequent walking, standing, stooping, sitting, reaching, talking, hearing and seeing. Common eye, hand, finger dexterity required for many tasks. Mental application utilizes memory for details, verbal instructions, emotional stability and critical thinking and guided problem solving. . Considerable exposure to stressful situations as a result of human behavior and deadlines. May be required to work non-traditional hours. Periodic local travel may be required.

*The above statements are intended to describe the general nature and level of work being performed by person(s) assigned to this job. They are not intended to and do not infer or create any employment, compensation, or contract rights to any person(s). This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. This updated job description supersedes all prior descriptions for the same position.*

*Human Resources Use Only*

<b>Job Class:</b>	<b>Assistant to the City Manager</b>	<b>EEO-4 Class:</b>	<b>Professional</b>
<b>Location:</b>	<b>Executive</b>	<b>EEOP Class:</b>	<b>Professional</b>
<b>Group/BU:</b>	<b>General Pay Plan</b>	<b>Tech-Net Match:</b>	<b>None/Associate Director</b>