

CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: Legislative Office Manager

DEPARTMENT: Legislative

E-PLAN
SG:E2-7
CS:N
FLSA:N
EEO4CODE:PP

JOB SUMMARY:

Manages the City Council Office. Oversees and performs advanced administrative, research, community relations and technical support activities. Maintains knowledge of and provides guidance regarding the City Council's legislative process including requirements of the Open Public Meetings Act, the Public Records Act, Roberts' Rules of Order. Works with the Council President and other Council members, City Attorney, Mayor's Office staff, Deputy City Clerk, other City staff, outside agencies and community members in advancing long- and short-term City Council Office goals and objectives. Develops and manages the office's administrative and personnel functions including budget preparation and monitoring, supervision of Council Office staff, delegation of assignments and monitoring work to carry out City Council objectives. Manages processes for maintaining and disseminating City Council legislative agendas, notices and schedules, and helps ensure proper legal and other requirements are met.

Either directly, or through delegation to assigned staff, responds to public inquiries regarding City Council actions, researches issues, reports trends in public opinion, explains rules, projects, plans and initiatives to the public, and produces public information products and events. Serves as Council Office liaison to local, state and federal agencies. Maintains effective working relationships with various community stakeholders, public agencies, media representatives and others.

Work requires a high degree of confidentiality and discretion in a sensitive public environment, as well as extensive collaboration with elected officials and staff.

SUPERVISORY RELATIONSHIPS:

Reports to the Council President (at the direction of the full Council). Works independently in developing and managing procedures and work routines under the guidance of applicable City Council direction, City policies and procedures, and federal, state, City and departmental laws, rules and regulations. Works closely with and may receive day-to-day guidance from the City Attorney, Deputy Administrator, Communications Director and Deputy City Clerk, as needed. Supervises, delegates assignments to and monitors the work of Policy Analyst, Legislative Assistant, and other Council Office staff including part-time and/or temporary employees and interns.

ESSENTIAL FUNCTIONS OF THE JOB:

1. **General Office and Administrative Management:** Plans, organizes and directs the administrative and technical functions of the City Council Office. Provides high level office management and administrative support to the City Council. Works with the Council President to develop and monitor the Legislative Department's budget, policies and procedures. Prepares and maintains the Legislative Department's budget and financial

- records, time sheets, etc. Oversees council office personnel and assigns work. Ensures up to date Council documents and information are posted to City website.
2. **Communications and Constituent Relations:** Develops and manages systems and routines for effective communications, media relations and constituent relations, under the guidance of applicable City Council direction and City policies and procedures. Directly or through delegation to assigned staff, receive, and respond to a variety of inquiries, concerns and complaints. Serve as a liaison between the Council and Mayor's Office, City employees and the public. Maintain good working relationships with and supply timely, accurate, appropriate information to members of the media. Develops and disseminates proactive communications, such as through emails and the City website, coordinate and support the planning of public events. Monitor and research issues and assist in the resolution of problems and concerns. Establish and maintain communication links with community stakeholders, public agencies and other entities regarding City Council business.
 3. **Staff Supervision:** Supervises Council Office staff, including Legislative Assistant, Policy Analyst, part-time and temporary support staff, and consultants as needed. Participates in hiring; assigns and reviews work. Conducts performance appraisals, assesses and provides for training and development needs, and attends to performance issues.
 4. **Policy Analysis:** Oversees City Council long-and-short-range planning, research, and analysis. Delegates work and collaborates with the Legislative Policy Analyst and other professional staff in conducting research, evaluating complex or unique problems and issues, and developing findings and recommendations to support policy development and fiscal decision making.
 5. **Council Processes:** Serves as Council's subject matter expert on the municipal legislative process, Open Public Meetings Act, Public Records Act and Roberts' Rules of Order. Provides continuity between Councils, orients new Council members, and is an information resource on issues and historical background. Assists Council members to make sound decisions regarding appropriate Council member actions and communications.
 6. **Represents Council President and Council Office:** Represents the Council Office and Council President in day-to-day operations. Serves as Council Office lead for various internal City workgroups and initiatives, such as the Central Safety Committee.
 7. **Council Agendas and Agenda Bills:** Manages the preparation of Council agendas for various meetings directly or through delegation to assigned staff. Responsible for scheduling and preparing background materials for regular and special Council Committee meetings, work sessions and retreats. Receives agenda bills and attachments and reviews for completeness. Works with departments to ensure Council receives all necessary agenda bill information for their deliberations. Assigns bill to Council standing committee(s) with estimated time for review and action. Schedules public hearings and other agenda topics. Performs follow up work from agenda with Department Heads and staff to facilitate Council action as needed.
 8. **Council Committee Meetings:** Works with the Council President to organize Council's annual reorganization meeting and retreat. Coordinates with the Deputy City Clerk and other departments to ensure adequate administrative, technology and other support for all Council meetings.

9. **Council Meeting Minutes:** Serves as back up to Deputy City Clerk in recording and preparing minutes of Council meetings. Coordinates with the Deputy City Clerk and other departments to ensure adequate administrative support for all council meetings.
10. **Public Notice:** Ensures preparation and processing of public hearing notices for legal publication and required notification of appropriate property owners is done in accordance with State and local regulations. Directly provides, or through delegation to assigned staff, timely notice of Council meetings, including to key stakeholders. Oversees the notice, distribution of the Council's biweekly agenda packets, and posting to the Council website.
11. **Scheduling and Logistics:** Oversees the maintenance of Council calendar of meetings, activities, and individual Council member schedules. Directly or through delegation to assigned staff, sets annual Council calendar of meetings by resolution for the following year. Ensures notice requirements are met for quorum of Council members at meetings and events. Organizes and coordinates logistical elements of Council meetings and retreats. Schedules appointments, meetings and appearances for Council and staff members. Coordinates joint meetings with other agencies as required. Maintains a disciplined, organized schedule.
12. **Records Management:** Acts as records manager for the Council. Oversees the maintenance and updating of office filing system. Updates various policies and procedures manuals. Responsible for sending/retrieving archival materials. Keeps accurate records of all contracts, bonds or other legal documents.

ADDITIONAL WORK PERFORMED:

1. Serves as back up receptionist for the Council Office
2. May provide or oversee by delegation support to City advisory boards, including organizing agendas and schedules, meeting minutes, posting relevant documents on City website, and other related support functions.
3. May serve as back up to other City staff members as appropriate.
4. Performs other related work of a similar nature and level.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:

- The Municipal legislative process, public notice requirements, Open Public Meetings Act, Public Records Act and Roberts' Rules of Order.
- Communication, education and public involvement strategies, and how to apply them in a municipal environment.
- Municipal administration and familiarity with the functions and activities of the departments and divisions of municipal government.
- State and local related codes and regulations, policies and procedures regarding legislative procedures and public notice requirements.

Skill in:

- Excellent literacy skills including reading, composition, knowledge of standard and business English usage, punctuation, spelling, grammar, and format.
- Excellent interpersonal skills to work with the public, staff, elected officials and media using courtesy and tact in sensitive or high-pressure situations.
- Excellent listening skills and the ability to communicate orally and in writing in clear concise language appropriate for the purpose and parties addressed.
- Problem solving, decision making, time management, planning and organization skills.
- Proficient in the use of standard software applications including word processing, spreadsheet, presentation, database management and document/records management programs.
- Proficient in the use of social media applications including Facebook, Instagram, Twitter and YouTube.

Ability to:

- Read, understand and apply ordinances, laws, policies and procedures applicable to the scope of work.
- Develop and maintain a working familiarity with Council business and priorities, current and on-going City legislative issues, and community stakeholders.
- Maintain the highest level of professionalism, tact and discretion in a frequently high-pressure environment.
- Tolerate stress and handle several tasks simultaneously while maintaining accuracy and attention to detail in an environment of frequent interruptions.
- Work independently and assume responsibility in carrying out position responsibilities.
- Exercise sound judgment to solve problems in stressful situations.
- Organize, prioritize and schedule work to meet legal and business deadlines and demands of peak workloads while maintaining accuracy and attention to detail.
- Apply critical thinking and problem-solving skills.
- Handle information with discretion and maintain the confidentiality of sensitive information and materials.
- Deal tactfully with the public and respond effectively in potentially confrontational situations.
- Communicate and work effectively with co-workers, City employees, public agencies, attorneys, and the public.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job, including:
 - Frequently remain stationary for long periods of time;
 - Frequently communicate accurate information and ideas with others;
 - Frequently operate a computer and other office machinery such as keyboard, mouse, phone, and fax machine;
 - Occasionally transport objects up to 25 pounds.

WORKING ENVIRONMENT:

Work is performed in an executive office setting of high public contact and visibility, as well as in a semi-private office with computer workstation. Exposure to an environment with background sounds related to the office work environment and interaction with the public. May experience frequent interruptions. May also require occasional travel. This is a sedentary position with minimal physical exertion requirements.

EXPERIENCE AND TRAINING REQUIREMENTS:

- High school diploma or General Equivalency Diploma (GED) required.
- Four years of experience in office administration with high public contact including at least two years providing executive support or comparable work experience required.
- Demonstrated strong written and oral communication skills required.
- Proficiency with word processing, spreadsheet, document management, social media platforms and basic website content management required.
- Bilingual fluency in English and Spanish required.
- Keyboarding skills at 50 words per minute required.
- College or vocational training in area related to the position, such as office management, public administration, public relations, communications or other related area is preferred.
- Municipal or other governmental experience strongly preferred.
- Experience in a public service organization preferred.
- An equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skills and abilities to successfully perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENT:

- Willingness and ability to attend and participate in evening and weekend meetings.
- Employment contingent upon passing a criminal background check.

PREPARED BY: J. Keller
A. Sullivan
1/24

REVIEWED BY: _____
Dan Hammill,
Council President