

**TOWN OF GILBERT
CLASS SPECIFICATION**

Management Support Coordinator

<u>CLASS SERIES</u>	<u>BAND/GRADE/SUBGRADE</u>	<u>FLSA STATUS</u>
Management Support	C44/C51-C52	Exempt

CLASS SUMMARY:

This class is the fourth level in the Management Support series. As assigned, incumbents may serve as structural leaders of management support functions such as lead workers making work assignments and managing completion of work or supervisors overseeing staff including conducting performance evaluations and/or may serve as the designated subject matter program expert and coordinator for an assigned management support function. Responsibilities may include team and staff leadership for human resources, communications or other management support functions.

ESSENTIAL DUTIES:

This class specification represents only the core areas of responsibilities; specific position assignments will vary depending on the needs of the department.

PERCENT OF TIME

Actively participates and accomplishes organizational, departmental and workgroup goals and objectives.	Daily 100%
Exhibits a service orientation toward internal and external customers and maintains productive working relationships.	Daily 100%
May supervise staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary recommendations.	Varies 0 – 20%
Develops, implements and administers program initiatives, strategies and services in support of assigned functional area. Provides direction and guidance to staff, officials and/or external contacts.	Daily 20%
Conducts surveys, researches and identifies opportunities, needs, or issues and implements initiatives, services and/or programs.	Daily 15%
Serves as a representative with committees, agencies, educational organizations, key client leaders, media and/or other contacts and provides information, conducts negotiations, and/or promotes solutions.	Weekly 10%
Develops strategic and operational plans. Establishes goals and objectives and measures operational effectiveness. Develops, implements, and administers operating policies and procedures and monitors compliance.	Monthly 5%

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Develops strategic and operational plans. Establishes goals and objectives and measures operational effectiveness.	Monthly 5%
Prepares and delivers presentations, correspondence, analytical documents, illustrations, and/or reports to address communicate needs. Assists in contract management.	Weekly 5%
Manages and updates database information systems for use in analysis and documentation.	Weekly 5%
Performs other duties of a similar nature and level as assigned.	As Required

POSITION SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:

Positions assigned to ***Economic Development*** may be responsible for:

- Facilitating and implementing business attraction, retention, and expansion efforts;
- Identifying and presenting sites for potential clients based on requirements;
- Conducting site visits, completing company profiles and providing business intelligence to companies to promote retention;
- Monitoring and tracking job creation and retention results for Federal funding requirements.

Positions assigned to ***Human Resources*** may be responsible for:

- Managing on-site professional development learning opportunities;
- Coordinating, developing, delivering and managing employee learning and development programs;
- Conducting needs assessments and identifying related training needs;
- Evaluating training effectiveness.

Positions assigned to ***Risk Management*** may be responsible for:

- Advising Town managers and employees on safety, environmental and risk control, including policy and practical advice on loss trends, potential sources of risk, safety and environmental laws and regulations, loss control standards, and best practices;
- Coordinating insurance protection and ensures appropriate coverage limits; reviewing Town contracts and certificates of insurance for adequacy of coverage; and making recommendations for modifications to coverage;
- Compiling, researching and analyzing information pertaining to safety, environmental and risk management;
- Coordinating with departments, adjusters, insurance providers and legal counsel regarding the litigation, disposition and settling of claims.

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Positions assigned to **Water Resources** may be responsible for:

- Consults with Director of Public Works or other officials to review operations/activities, review/resolve problems, receive advice/direction, and provide recommendations: provides input/direction to Council and other department heads on water resources policy issues.
- Serves as the Organization's representative with water agencies, state departments, legal personnel, or others involved in Water Resources program issues.
- Plans, organizes and administers water resources programs.
- Provides information and technical assistance concerning water resources, regulations, or other issues: serves as central source for information on water resources issues for employees and the public;
- Develops information programs and resources; responds to internal/external inquiries; provides information, researches problems/complaints, and initiates problem resolution; prepares technical assistance to departments to facilitate understanding of water resources regulations

TRAINING AND EXPERIENCE:

Bachelor's Degree and 5 years of experience related to area of assignment, including 2 years of progressively responsible leadership experience related to area of assignment; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSING/CERTIFICATIONS:

- Valid Arizona Driver's License

KNOWLEDGE OF:

Depending on area of assignment, requires knowledge of:

- Supervisory principles, practices and techniques;
- Applicable Federal, state and local laws, codes, regulations and/or ordinances;
- Marketing principles;
- Economic Development principles, practices and methods;
- Budgeting principles;
- Modern office equipment.

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SKILL AND KEY COMPETENCIES IN:

Depending on area of assignment, requires skill and key competencies in:

- Supervising, monitoring and evaluating staff;
- Interpreting and applying applicable laws, codes, regulations and standards;
- Providing leadership and mentoring;
- Monitoring regulatory compliance;
- Speaking in public;
- Developing marketing and branding campaigns;
- Developing and implementing multimedia communication plans;
- Conducting media relations;
- Conducting research and analyses;
- Tracking budgets;
- Developing and implementing training programs;
- Utilizing a computer and relevant software applications;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

ADA AND OTHER REQUIREMENTS:

Positions in this class typically require: reaching, standing, walking, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Incumbents may be subjected to operating a motor vehicle and travel.

WORKING TITLES WITHIN CLASS SPECIFICATION:

Economic Development Manager – C51
Human Resources Manager – Benefits – C51
Human Resources Manager – Workforce Solutions – C51
Learning & Development Manager – C51
Risk Manager – C52
Water Conservation Supervisor – C51
Water Resources Manager – C52

NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

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CLASS HISTORY INFORMATION:

Draft prepared by Fox Lawson & Associates LLC (BS)

Date: (11/12)

Draft finalized by Gilbert Human Resources (TT)

Date: (05/13)