



CITY OF ANN ARBOR, MICHIGAN
POSITION DESCRIPTION

Management Assistant

Job Code: 000200	
Service Area: Various	
Service Unit: Various	
Salary Grade (Non-Union): 4	Pay Scale (Union): N/A CP: No
Exemption Status: Non-Exempt	
Accountable To: Service Area Administrators/Executives	
Union/Non-Union: Non-Union	
Union Name: N/A	
Essential Driver: No	
Responsible for supervising the following positions: N/A	
Description Prepared By Revised 1/29/14 A.Walicki/ Updated by J. Fournier 3/10/2020/ Added Safety Track 1/27/2021/Updated by Missy Stults added OSI Track 6/15/2021; HR Track updated by M. Boote 8/2024; Fire Track updated by C. Jackson 11/2024 HR Review – AW, EAJ 3/10/2020; 1/27/2021, 6/15/2021/Systems Planning & Engineering track added 3/10/2022/HR Review – AW, JC 6/9/2022; Police Department track added 6/24/2022/HR Review – CL, HK 6/24/2022; EAJ, CW 8/2024; HK, CW 12/2024 Legal Review – MR 3/16/2020; 1/27/2021	

Date Job Description Finalized
12/4/2024

Role Summary

To provide a variety of highly responsible, confidential and complex administrative duties for an Area Administrator/Executive with minimal supervision, making and held accountable for decisions within a defined sphere of activity.

Duties

Duties are performed under the general supervision of the Service Area Administrators/Executives or designee and may include the following:

Essential Duties

- Performs and coordinates a wide variety of complex and confidential tasks, activities and inquiries involving Service Area Administrators, elected and appointed officials and City personnel.
- Understands management's objectives and decisions and makes appropriate judgments regarding the use and sharing of information.
- Maintains confidential employee records and confidential collective bargaining records according to contractual, City policy and legal requirements.
- Provides assistance to internal and external customers for service and information, focusing on providing solutions without making additional referrals.
- Utilizes knowledge of City policy and procedures and of other units of government to develop appropriate response or referral when necessary.
- Identifies and maintains appropriate working relationships with key individuals.
- Organizes and analyzes data in a variety of forms to answer questions and create reports in support of management, appointed and elected officials' decisions.
- Adapts and adjusts behavior and work methods rapidly in response to new information, changing conditions and unexpected situations requiring attention and resolution.
- Identifies and analyzes problems, making logical decisions and exercising appropriate judgment to recommend to management or independently implement solutions to organizational or individual problems.
- Creates and maintains policy, procedure and records management systems, specified document update and retention schedules.
- Manages and responds to Freedom of Information Act requests in accordance with State Law and City policy.
- Maintains and manages Service Area personnel records according to City policy.
- Establishes and manages administrative calendars, deadlines and procedures.
- Assures conformance to City procurement standards and protocols

Related Work

- Supports boards and commissions, including interacting with elected and appointed officials, constituency representatives and the public, attending meetings, creating packets and taking minutes.
- Demonstrated knowledge of entire budget process and budget processing system by completing budget forms, evaluating submissions and recommending changes, forecasting salaries and expenses, preparing final budget and monitoring throughout the fiscal year.

- Defines, plans, executes and coordinates administrative projects based on executive directives, City policy and applicable State and Federal laws within a specified time frame.
- Performs other related duties as assigned.

Human Resources Track:

- Responsible for ordering and maintaining of office supplies, mail collection and distribution, coordination of off-site storage files, main contact for copier repair, forwarding of emails and calls to the appropriate HR team member. Provides administrative support for all HR services which may include tasks within recruiting, benefits, compensation, HRIS, or labor as assigned.
- Prepares reports and metrics for annual and quarterly budget and organizational requirements, including strategic plan quarterly reviews, budget requests, and annual budget cross-walk goals sheet.
- Leads the administration of unemployment claims; provides requested data and coordinates City response with vendor.
- Collaborates with HRSPs in the processing of Forgiveness Loans (PSLF)
- Manages the process for file review requests including Military or high-level clearance
- Leads the coordination of the Random Drug Screen Process
- Coordinates with HR team and communications unit for any A2 News Notes updates and/or new policy communication notices
- Leads the accounts payable services for the HR department, including organizing invoices, tracking HR employees' budgetary requests, paying invoices, creating purchase orders through the City's procurement/purchasing process, and managing and reconciling the department's credit card. Distributes vendor invoices to appropriate City departments.
- Serves as department's Safety Liaison, tracking required safety training in the Safety Skills software, and researching, developing and providing micro-safety trainings on a monthly basis to the HR department.
- Provides department basic technology assistance including UKG, OnBase, SharePoint, Logos, Legistar, escalates to HRIS Technology Specialist or IT unit as necessary

Safety Unit Track:

- Directly supports Safety Unit staff.
- Maintains and updates records and databases related to the safety program and writes reports as necessary.
- Manages elements of the city's safety training program in coordination with Safety Unit staff and safety training liaisons.
- Scheduling and coordination of meetings, training events and other activities, including recording of meeting minutes, when applicable.
- Manages accounting functions for the department.
- Coordinates administrative functions for department.
- Conducts research, analyzes and compiles data and performs audits to assist Safety Unit staff.

- Understands Safety Unit objectives and decisions and makes appropriate judgments regarding the use and sharing of information.
- Manages elements of the Safety Unit's learning management system, enters records, makes assignments, coordinates with safety training liaisons, and compiles reports.
- Coordinates medical surveillance testing with city vendors and city units with direction from Safety staff.
- Maintains databases and runs reports.
- Responds to requests for information and processes approvals for service unit requests.
- Prepares reports and metrics for annual and quarterly budget and organizational requirements, including strategic plan quarterly reviews, budget requests, and annual budget cross-walk goals sheet.
- Leads the accounts payable services for the Safety Unit, including organizing invoices, tracking budgetary requests, paying invoices, creating purchase orders through the City's procurement/purchasing process, and managing and reconciling the department's credit card. Distributes vendor invoices to appropriate City departments.
- Participates in Safety Committee meetings, take minutes, prepares data analysis including statistical reports and graphics and makes recommendations as an active member on the Committee.
- Provides department technology assistance including UltiPro, SharePoint, Logos, Legistar.
- Researches and resolves Safety Unit problems and finds solutions or alternative methods to meet requirements.
- Responsible for assisting with SharePoint site editing.
- Completes other special projects and Safety duties, as assigned.

Office of Sustainability & Innovations Track:

- Conducts research as needed.
- Assists with community engagement including helping with meeting logistics.
- Support staff liaisons to the Energy and Environmental Commission.
- Motivates and tracks work deliverables by other OSI team members.
- Maintains Office budget accounts and expenses and participates in the presentation and administration of Office budget.
- Supports information sharing and reporting, including quarterly Council reports, resident newsletters, and biweekly program updates.
- Manages the City's annual Green Fair / A²ZERO week and assists with the coordination of other community events.
- Relays relevant information and instructions; screening calls, visitors, inquiries, and mail.
- Completes other special projects, as assigned.

Systems Planning/Engineering Track:

Engineering

- Coordinates various administrative functions for department and floor.
- Provides administrative support for the Transportation Commission.

- Provides support for the Traffic Calming Program.
- Assists in the review of certified payroll for vendor's employees.
- Triages correspondence/communication with different Engineers.
- Provides administrative support for the management of streetlights.
- Supports other projects as assigned.

Systems Planning

- Provides administrative support for the Council of the Commons.
- Assists project staff with public engagement efforts, including public meetings.
- Assists with survey development and data input using digital survey tools such as Survey Monkey, Microsoft forms, or A2 Open City Hall.
- Takes notes at certain inter-organization meetings, as assigned.
- Assists project staff with the Capital Improvements Plan (CIP) meeting scheduling and preparation tasks.
- Supports other projects as assigned

Police Department Track:

- Provides administrative support for the Police Department.
- Maintains and updates records and databases related to the Police Department and writes reports as necessary.
- Assists Police Department staff with administrative tasks
- Scheduling and coordination of meetings, training events and other activities, including recording of meeting minutes, when applicable.
- Assists in managing accounting functions for the department.
- Assists in coordinates administrative functions for department.
- Conducts research, analyzes and compiles data and performs audits to assist Police Department staff.
- Understands Police Department objectives and decisions and makes appropriate judgments regarding the use and sharing of information.
- Assists in maintaining databases and runs reports.
- Responds to requests for information and processes approvals for service unit requests.
- Assists in the accounts payable services for the Police Department, including organizing invoices, tracking budgetary requests, paying invoices, creating purchase orders through the City's procurement/purchasing process, and managing and reconciling the department's credit card. Distributes vendor invoices to appropriate City departments.
- Participates in Police Department meetings and take minutes where appropriate.
- Provides department technology assistance including UltiPro, SharePoint, Logos, Legistar.
- Maintains CALEA accreditation for the Police Department.
- Assists with payroll
- Orders supplies as necessary
- Handle confidential documents and information discretely
- Answers incoming calls and direct the calls appropriately
- Completes other special projects and duties, as assigned

Fire Department Track:

- Responsible for processing time sensitive FOIA requests
- Leads the accounts receivables for the fire department and is responsible for invoicing of False Alarms, Inspections, Lift Assists and Special/External Events. Provides administrative support for ambulance billing.
- Schedules fire inspections ensuring inspectors have sufficient square footage to meet monthly minimum requirements
- Manages Delinquent Invoicing. Run lists biannually identifying outstanding invoices that will not roll over to taxes and contact for payment. Field calls biannually around letters issued by the City notifying those with outstanding invoice(s) are going to roll over to taxes
- Manages the fire@a2gov.org email account and responds timely, accurately and/or forwards to the proper department personnel to handle.
- Answers departmental phone lines and responds timely, accurately and/or forwards to the proper department personnel to handle.
- Supports record keeping for the training division by uploading documents to OnBase
- Accurately maintains Daily Activity Logs for false alarms, inspections and lift assists
- Manages false alarm complaints
- Creates monthly reports in a timely manner
- Tracks metrics for Annual Report
- Responsible for ordering and maintaining office supplies, mail collection and distribution and is the department contact for copier maintenance/repair requests
- Manages inventory and ordering of promotional items
- Provides logistical and onsite support for departmental training, community events, promotional & retirement ceremonies
- Handles confidential documents and information discretely
- Assist and supports Office Manager as needed, which may include payroll, accounts payable, p-card maintenance, etc.

Knowledge of: (position requirements at entry)

- City policy and procedures
- Service Area processes, performance standards and resources
- Management processes and objectives regarding the use and sharing of information
- Advanced operation of personal computer and office software applications (e.g. Microsoft PowerPoint, Access, Excel, Word, Outlook)
- City organizational and management change initiatives
- Basic mathematics
- Budget processes and project initiation and management

Skills and Ability to:(position requirements at entry)

- Clear, concise verbal and written communication
- Communicate tactfully and positively with the public and City employees
- Problem solving and analytical
- Organization and planning
- Change management
- Customer relations and relationship management
- Conflict management
- Ability to make logical decisions, exercising appropriate judgment
- Advanced use and understanding of office information technology

Equipment

Computer and software applications, fax machine, copier, calculator, telephone, and other miscellaneous office equipment.

Education, Training and Experience (position requirements at entry)

Required:

- High school diploma or equivalent (G.E.D.) with an emphasis in business administration
- Experience in general office practices and procedures: at least 2 years
- Experience in coordinating work activities: at least 2 years

Preferred:

- Associates degree (A.S., A.A.) with an emphasis in business or public administration
- Office administration and staff assistant work: at least 4 years
- Municipal government: at least 2 years

Hired on or after 1/29/14:

Required:

- Bachelor's degree in public or business administration or a closely related field
- Experience in general office practices and procedures: at least 2 years
- Experience in coordinating work activities: at least 2 years
- The City of Ann Arbor will consider an alternative combination of formal education and work experience

Licensing Requirements (position requirements at entry): None

Physical Requirements

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

Move and lift light objects less than 20 lbs. such as mail, files, and supplies. Operating office equipment requiring continuous or repetitive hand/arm movements. The ability to remain in a sitting position for extended periods of time

The physical demands described here are representative of those that may be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.