

City of Allentown
Position Description

Class Title: Chief Operating Officer
Grade Number: 21
Department: N/A
Bureau: Office of the Mayor
Union: Non-bargaining

GENERAL PURPOSE

Serves as the Chief Operating Officer (COO) of the City of Allentown (COA) responsible for the management of all operations-related City affairs in alignment with the mayor's vision.

SUPERVISION RECEIVED

Works under the supervision of the mayor.

SUPERVISION EXERCISED

- Director of Public Works
- Director of Parks and Recreation
- Director of Community and Economic Development
- Chief of Police
- Fire Chief
- Project Manager

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Direct and supervise the administration of all operational departments of the City of Allentown in coordination with the mayor's vision
- Present to the mayor such information concerning the operations of the City of Allentown as is deemed necessary, and report, advise and recommend such measures for legislative and/or administrative action as are believed to be in the best interests of COA Operations; and perform such other duties as may be required by the mayor
- Develop and recommend long and short-range plans relative to City Operations and drive the execution of plans and projects
- Prepare and submit to the mayor and his designees on an annual basis a proposed budget and proposed capital program; Assist the mayor in supervising the administration of the annual operational and capital budgets
- Attend City Council meetings as the mayor's designee
- Performs related work as may be required.

MINIMUM QUALIFICATIONS

Master's degree in public administration, business administration, or its equivalent, and at least three

(3) years experience at an executive or administrative level; or a Bachelor's degree in public administration, or its equivalent, and have at least five (5) years of experience at an executive or administrative level.

Knowledge of and/or experience with operations. Experience with COA operations preferred. Demonstrated successful project management and project leadership experience.

PHYSICAL DEMANDS

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

While performing the duties of this job, the employee is constantly required to sit and talk or hear. The employee is required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually quiet.

NOT AN AGREEMENT

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

City of Allentown
Position Description

Class Title: Executive Assistant to the Mayor
Grade Number: 11N; Non-exempt
Department: N/A
Bureau: Office of the Mayor
Union: Non-bargaining Confidential

GENERAL PURPOSE

Serves as the liaison between external organizations and citizens relative to issues regarding the Mayor's office. Performs a variety of highly responsible administrative work involving complex work problems and situations.

This role is distinguished from other administrative positions by the higher-level complexity of assignments and broad scope of responsibility working with a high level of sensitive and confidential matters which require independent judgment and involve high-level interactions with executive management.

SUPERVISION RECEIVED

Works under the supervision of the Mayor.

SUPERVISION EXERCISED

None

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Serve as the liaison for community members, businesses, external organizations and citizens and the Mayor's office, fielding all visitors and calls to ensure proper protocol, customer service and effective handling of situations relative to external visitors, community members;
- Represent the City and/or accompany the Mayor at community meetings, activities and events to analyze needs, listen and respond to specific concerns, identify possible solutions, conduct feasibility or impact analysis;
- Manage the Authorities, Boards and Commissions; Facilitate communication with members and candidates, Execute membership protocols, Maintain membership records;
- Answers the telephone, interviews and screens callers, answers varied inquiries, interprets and explains policies and procedures and arranges appointments, primarily with community members, businesses, external organizations and citizens. Resolves issues and problems independently, based on established protocol.
- Maintains confidential database(s) and files of sensitive and confidential information. Maintains filing system for the Mayor's Office.

- Prepares proclamations and citations upon request. Work includes research of subject matter. Coordinates flag raisings, events and activities requested by various cultural organizations in the city.
- Provide executive level support to the Mayor.
- Field telephone calls on the Immigration Line, maintains database of agencies and lawyers who have offered their time to assist with questions by the general public seeking answers concerning immigration issues;
- Provide quality and effective customer service with courtesy and understanding to City of Allentown customers, citizens and internal departments.
- Performs related work as may be required.

MINIMUM QUALIFICATIONS

Education and Experience:

- (A) Graduation from high school and graduation from business school or college; and
- (B) Three years' experience in high level secretarial functions; or

Necessary Knowledge, Skills and Abilities:

- (A) Comprehensive knowledge of business English and communication
- (B) Comprehensive knowledge of modern office practices and procedures,
- (C) Ability to type complex statistical tables and charts; ability to take minutes; ability to make mathematical computations and tabulations with speed and accuracy.
- (D) Ability to keep complex records, to assemble and organize data and to prepare reports from such records
- (E) Ability to compose correspondence and reports relative to departmental policies and procedures;
- (F) Ability to plan and supervise the work of others.
- (G) Ability to establish and maintain effective working relationships with other employees and the public and to deal courteously and tactfully with the public.
- (H) Extensive experience and knowledge of Microsoft Office software including, but not limited to Outlook, Word, Excel, Power Point, Publisher and other software required to perform the position.

TOOLS AND EQUIPMENT USED

Requires intensive daily use of personal computer, telephone, fax machine, copier and other business machines required to perform the essential functions of the position.

PHYSICAL DEMANDS

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

While performing the duties of this job, the employee is required to sit and talk or hear. The employee is required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to ten (10) pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

General office conditions, lighting, temperature and low noise.

SELECTION GUIDELINES

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

City of Allentown
Position Description

Class Title: **PROJECT MANAGER**
Grade Number: 11
Department: Mayor's office
Bureau: NA
Union: Non-Bargaining

GENERAL PURPOSE

Performs a variety of duties under the general direction of the Chief Operating Officer. The role of Project Manager is to plan, execute, and finalize projects according to strict quality standards, deadlines and within budget while maintaining high levels of safety and customer satisfaction.

This role will facilitate collaboration both internally and externally across operational functions of the COA. The role will also drive innovation through the COA Fellows' Program.

SUPERVISION RECEIVED

Works under the supervision of the Chief Operating Officer.

SUPERVISION EXERCISED

None

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Hosts interdepartmental networking sessions in order to facilitate knowledge and resource sharing across departments. Utilizes the space to identify potential collaborations or competing priorities.
- Hosts City-Hall-at-large nights in neighborhoods across Allentown in order to engage with residents and better understand both their pain points and aspirations.
- Builds a summer fellowship program for local university students to embed within City Hall to complete an 8-week prototyping project.
- Prototypes a portfolio of new programs or policies based on Mayoral and Council priorities, aiming to start with projects that will have high impact for residents.
- Direct and manage project development from beginning to end.
- Effectively communicate project expectations to team members in a timely and clear fashion.
- Coach, mentor, motivate and supervise project team members and fellows, and influence them to take positive action and accountability for their assigned work.
- Provide quality and effective customer service with courtesy and understanding to City of Allentown citizen, community members and colleagues.
- Performs related work as may be required.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- (A) Bachelor's Degree in appropriate field of study and 2 years of field experience
- (B) Demonstrated ability to Lead and direct the work of others. A wide degree of creativity and latitude is expected.
- (C) Project management experience.

Necessary Knowledge, Skills and Abilities:

- (A) Proven working experience in project management
- (B) Excellent written and verbal communication skills
- (C) Solid organizational skills including attention to detail and multitasking skills
- (D) Strong familiarity with project management software - Microsoft Project, Microsoft Office (Word, Excel, Outlook)
- (E) Ability to establish and maintain an effective working relationship with fellow employees and the general public.
- (F) Ability to successfully supervise, coach and direct the work of others.
- (G) Ability to Develop and Track project Budgets and inventory

TOOLS AND EQUIPMENT USED

Requires intensive daily use of personal computer and related software.

PHYSICAL DEMANDS

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

While performing the duties of this job, the employee is constantly required to sit and talk or hear. The employee is required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet for office work and moderately loud for field work.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

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reviewed: 1/31/2022

Class Title: Special Assistant to the Mayor
Grade Number: S07; Exempt
Department: Mayor's office
Bureau: NA
Union: Non-Bargaining Confidential

GENERAL PURPOSE

Serves as the liaison between internal departments and colleagues relative to issues regarding the Mayor's office. Performs a variety of highly responsible administrative work involving complex work problems and situations.

This role is distinguished from other administrative positions by the higher-level complexity of assignments and broad scope of responsibility working with a high level of sensitive and confidential matters which require independent judgment and involve high-level interactions with executive management.

SUPERVISION RECEIVED

Works under the supervision of the Mayor.

SUPERVISION EXERCISED

None

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Serves as the liaison for Department Directors, Bureau Managers and other City of Allentown employees relative to Mayoral related issues;
- Composes correspondence dealing with issues and subject matter in ways that sometimes requires considerable sensitivity, discretion, judgment, or negotiation in replying to inquiries, an/or presenting or requesting information;
- Answers the telephone, interviews and screens callers, answers varied inquiries and arranges appointments at the direction of the Chief Operating Officer and Mayor.
- Maintains the Mayor's schedule. Schedules meetings and appointments for the Chief Operating Officer and other personnel in the Mayor's office as needed.
- Maintains confidential databases(s) of sensitive and confidential information. Maintains 3-1-1 database, receives complaints from constituents; facilitates proper disposition of 3-1-1 inquiries and complaints;
- Performs related work as assigned by Executive Assistant to the Mayor. Acts as back up to the Executive Assistant to the Mayor relative to specific tasks and duties;
- Leads the Records Retention storage process to ensure proper retention and storage of City of Allentown records;

- Provides executive level administrative support to the staff including the Mayor, Chief Operating Officer, Executive Assistant to the Mayor and Communications Manager; Processes payroll and invoices for the Mayor's office.
- Provides quality and effective customer service with courtesy and understanding to our customers, citizens and internal departments;
- Performs related work as may be required.

MINIMUM QUALIFICATIONS

Education and Experience:

- (A) Graduation from high school and graduation from business school or college and
- (B) Three to five years' experience in high level secretarial functions; or
- (C) Equivalent combination of related education and experience.

Necessary Knowledge, Skills and Abilities:

- (A) Comprehensive knowledge of business English, spelling and arithmetic.
- (B) Considerable knowledge and understanding of the regulations, procedures and services of the department.
- (C) Comprehensive knowledge of modern office practices and procedures.
- (D) Ability to keep complex records, to assemble and organize data and to prepare reports from such records.
- (E) Ability to establish and maintain effective working relationships with other employees and the public and to deal courteously and tactfully with the public. Effective internal and external customer service skills.
- (F) Extensive experience and knowledge of Microsoft Office software including, but not limited to Outlook, Word, Excel, Power Point and other software required to perform the position. Ability to learn new processes and technology quickly.
- (G) Ability to maintain confidentiality and use discretion to protect the integrity of the office of the Mayor.
- (H) Detail oriented. Able to deliver high quality output in documents, correspondence and other administrative work products.
- (I) Proactive and able to make effective decisions in complex and high-pressure situations.

TOOLS AND EQUIPMENT USED

Requires intensive daily use of personal computer, telephone, fax machine, copier and other business machines required to perform the essential functions of the position.

PHYSICAL DEMANDS

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

While performing the duties of this job, the employee is required to sit and talk or hear. The employee is required to walk; use hands to find, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to ten (10) pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

General office conditions, lighting, temperature and low noise.

SELECTION GUIDELINES

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

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