



CLASS TITLE | INTERNAL AFFAIRS MANAGER - CITY COUNCIL

PAY GRADE: CS-76 | www.cityoftulsa.org/pay

Class Code: 2113

Effective Date: 04/10/2024

PURPOSE OF THE CLASSIFICATION: Under general direction is responsible for management, supervision and performance of City Council agenda preparation, records maintenance, and administrative operations of the City Council Office, including budget, personnel, training and supervision, payroll, accounting, procurement, travel processes, resource development, administrative contracts, Council meeting records management, and policy development; and performs other related duties as assigned.

ESSENTIAL TASKS:

- Prepares and manages department's fiscal operations, including payroll/personnel systems, accounts payable, purchasing and expenditures, accounting and revenue functions, department's annual budget, development of fiscal policies for handling funds, and forecasts funds needed for staffing, equipment, and supplies
- Recruits, selects, supervises, trains, develops, counsels and reviews City Council administrative staff, including assigning work activities and projects, monitoring workflow, reviewing and evaluating work products, methods and procedures, resolving challenges and conflicts, providing or coordinating training, and ensuring compliance with performance standards and policies
- Supervises the functions of day-to-day Council district administrative operations by regularly communicating with City Councilors and collaborating with Council staff to understand customer service and administrative needs, establish expectations and systems to achieve objectives, and monitors performance
- Manages Secretary for the Council functions and associated prescribed Charter and ordinance duties including the agenda preparation, filing, and distribution processes including the collection of supporting documents, scheduling individuals to appear before the Council, and ensuring compliance with applicable laws
- Manages all aspects of the meeting documentation process including the recording of minutes, preserving supporting documentation, maintaining record managements systems, ensuring required signatures are endorsed on official documents, and transmitting documents to appropriate officials for further action
- Collaborates with other Council staff members to develop and maintain an information and records management system and written procedures for the digital indexing, filing, and monitoring of all official City Council documents and confidential materials, and trains City Council staff in document process requirements, applicable laws, and deadlines
- Attends and manages staff support for City Council regular, special, committee, subcommittee, and task force meetings
- Assists in the development and implementation of goals, policies, priorities and facilitates internal and external customer trainings for assigned areas, identifies and implements opportunities for improving service delivery methods, procedures, and systems of operations
- Acts as department's liaison with other City departments, including serving on administrative committees, acting as department's office manager and vendor point of contact, and interacts with the public on matters of Council meeting operations, appeals and publication and public notice requirements
- Provides staff assistance to the Council Administrator, including administrative analysis for special projects or support for records requests
- Reports to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet the following criteria or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:



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- (a) Completion of one hundred twenty (120) hours from an accredited college or university in business or public administration or closely related field; **and**,
- (b) Five (5) years of experience relevant to the essential tasks listed in this job description
- (c) Two (2) years of supervisory experience or serving as a team lead *preferred*

Knowledge, Abilities and Skills:

Knowledge of:

- Comprehensive knowledge of modern business, financial, and office practices, procedures, and methods and related equipment
- Considerable knowledge of indexing and filing procedures, particularly relating to the maintenance of official City records
- Considerable knowledge of legal requirements and procedures involved in the custody and use of official City records and in the conduct of City Council meetings, including parliamentary procedures
- Knowledge of the legislative function of municipal government

Ability to:

- Plan, assign, and oversee the work of subordinates
- Make decisions in accordance with laws, ordinances, regulations, and departmental policies and procedures
- Understand and follow quickly and accurately, brief verbal and written instructions on complex matters
- Maintain a complex, electronically based filing system and to train others in its use and care
- Understand and influence the behavior of internal and external customers, in order to achieve job objectives and cause action or understanding
- Demonstrated ability to independently manage projects from idea to execution
- Demonstrated ability to proactively anticipate the needs of a project, stakeholder, and/or an organization with little to no direction
- Demonstrated ability to appropriately prioritize tasks and adjust in a fast-paced environment
- Demonstrated ability to exercise discretion, mental discernment, and professionalism in representing others or an organization
- Work independently and to recognize, analyze and diplomatically solve problems
- Interface effectively with employees at all levels of the organization, including executives, elected officials and the public including formal and informal leadership settings
- Obtain an Oklahoma Notary Commission

Skill in:

- Operating a personal computer and related software and organizing, compiling and accurately recording information
- Adult instruction
- Providing customer service
- Planning and achieving the timely delivery of information and resources

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; may be subject to walking, standing, sitting for long periods of time, reaching, and handling; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Driver license.



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WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting with some travel to other City locations.

EEO Code: E-01

Group: Clerical and Administrative

Series: General Administrative