

# CITY OF BIG BEAR LAKE

## CLASS SPECIFICATION

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**Class Title:** City Manager

**Class Code Number:** 1500

**Position Designation:** Management/Contract

**Division:** City Manager's Office

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### General Purpose

The purpose of this position is to perform high level administrative, technical, and professional work in directing and supervising the administration of the municipal government. This position exercises direct supervision over all division managers. This position receives general and specific direction from the City Council.

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### RESULTS STANDARDS

Results Standards set guidelines for the quality and correct procedure expected when performing any task for the City of Big Bear Lake.

- I. Customer Service:**  
Government service is provided in a professional and effective manner with an emphasis on responsiveness and accessibility to both employees and the public.
- II. Professionalism:**  
Job duties are consistently performed in a legal and ethical manner consistent with the code of conduct and standards applicable and appropriate to the position and particular specialized area.
- III. Production:**  
Employee labor products are of high quality and are produced in a timely and cost-effective manner.
- VI. Critical Thinking:**  
Decisions are made utilizing appropriate problem identification, analysis, and evaluation processes with a continual emphasis on innovation, ethics, and professionalism.
- V. Teamwork:**  
Goals common to the organization are achieved through cooperation, coordination, and the development of professional relationships.
- VI. Professional Development:**  
Employees are empowered to perform their jobs at the highest level and are encouraged to improve both personally and professionally. The overall quality of professionalism in the organization is improved through commitment, training, involvement, and education.
- VII. Leadership:**  
Efficiency, effectiveness, and teamwork are promoted by all employees. The values of the City are properly communicated through the behavior of organizational leaders in a manner appropriate to their position.

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### FORMAT

**Result Statements:** (in bold) describe common results expected of the Division or results specific to a particular position.

Performance Standards (preceded by a ) describe the specific manner in which the associated Result Statement is achieved by this position. Multiple Performance Standards can be associated with each Result Statement and define the expectations for employee performance.

**A. Measurable goals and objectives of the City of Big Bear Lake are developed in conjunction with the City Council and implemented by the City Manager and staff.**

- Measurable goals and objectives of the City are developed, evaluated, established, and modified as directed by the City Council.
- The City's goals and objectives are formally and informally communicated to each employee of the City.
- Direction is provided to Division Managers regarding specific methods of implementation of the City's goals and objectives and methods to measure the results.
- Periodic feedback is provided to the City Council regarding the status of current goals and objectives.

**B. Community relations are improved through increasing accessibility and responsiveness.**

- Service delivery is routinely measured, evaluated, and improved whenever possible.
- Personal attention is given to complaints or concerns that are not resolved at lower levels.
- Regular communication is maintained with community leaders.

**C. The level of professionalism throughout the organization is enhanced.**

- Vacancies and new positions are staffed with quality personnel.
- Current staff are provided with training to enhance the quality of their job performance.
- The operations of the City Manager's office are conducted in a professional manner.
- Continuing guidance is given to Division Managers to assist in developing appropriate standards of performance.

**D. A formal and effective monitoring procedure for City operations is developed and implemented.**

- Regular staff meetings are attended and conducted when appropriate to remain up to date with the status of each Division and to monitor issues of concern.
- The annual budget development process is administered to facilitate the preparation of an accurate, appropriate, and comprehensive operating budget for the City.
- Personal observations, Council direction, and public feedback are communicated to Division Managers to increase the effectiveness of current operations.
- New services are developed and implemented based on direction from the City Council, analysis of current

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services, and/or feedback from the public.

- Staff reports are reviewed and approved for presentation at City Council Meetings.

**E. The City is represented in regional meetings, public forums, legal negotiations and other appropriate meetings.**

- The direction of the City Council is carried out in all legal negotiations through the direct involvement of the City Manager.
- Local and regional government meetings are attended personally (or by designee) when appropriate to ensure that the City's input is heard.
- A presence is maintained in the community through attending various appropriate community events.

**F. Guidance and direction is provided to management and supervisors.**

- Constructive feedback is provided to management and supervisors on a regular basis regarding their performance.
- General guidance is provided to managers regarding the operations of their divisions.
- Specific direction is given to management regarding sensitive issues.
- Formal performance evaluations are conducted in a timely and professional manner.

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### Qualifications

**Education:** A bachelor's degree in Public Administration, or related field is required. A Master's degree in a related field is preferred.

**Experience:** Five years experience, at the executive level, in municipal administration with responsibility for administering a budget, developing and implementing policy, and personnel decisions is required.

### Knowledge, Skills, Abilities, and Personal Characteristics

This position requires a broad knowledge of municipal operations. Excellent interpersonal, management, and leadership skills are required.

The individual should be able to exercise sound judgment, be able to plan, be well organized, have excellent verbal and written communication skills, work well under pressure, be proactive, and be flexible and cooperative. The individual should also be accurate, timely, and discreet.

### Physical Requirements

The following requirements are representative of those that must be met by an employee to successfully perform the essential functions of this job. This position may require extended periods of sitting. Light lifting (up to 25 lbs.) is required occasionally. This position requires the operation of a motor vehicle.

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### **Tools**

This position requires the familiarity with and use of standard office equipment and technology.

### **Work Environment**

The majority of the work for this position takes place indoors where the individual is exposed to moderate to low levels of noise. Outdoor work is occasionally required. Outdoor conditions vary from hot to extremely cold temperatures. Outdoor work involves exposure to sun, wind, rain, snow, and high levels of noise.