

Manager of Council Services, Elections and Records

DEFINITION

Under general direction, to plan, organize, direct and review the activities and operations of the City Clerk's Division. The Manager of Council Services, Records, and Elections, on behalf of the elected City Clerk, serves as an appointed staff member responsible for the City's Records Management program; performs the duties of Elections Officer and Filing Officer administering City elections and management of the City Clerk functions. Performs specialized administrative and clerical duties for department heads, commissions, committees, elected City Clerk, City Council and City Manager; to prepare and distribute agendas, agenda packets, minutes and other documents for various commissions and the City Council. The Manager of Council Services, Elections and Records acts in the absence of the elected City Clerk, as directed, including attending City Council meetings.

DISTINGUISHING CHARACTERISTICS

The Manager of Council Services, Records, & Elections (MCSER) is a management-level position in the City Manager's Office that which exercises considerable independence of action and significant judgment in the execution of assigned duties and has considerable latitude within the policy parameters with the primary focus on day-to-day oversight of City Council support services and public records management subject to the review of the City Manager. This position is an integral part of the City's Executive Leadership Group. The MCSER is distinguished from the City Clerk, which is an elected position, and primarily facilitates the City Council meetings.

SUPERVISION RECEIVED AND EXERCISED

Provides direct supervision to assigned technical and clerical staff. Reports directly to and Receives policy and administrative direction from the City Manager and Assistant City Manager.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

- Develop and direct the implementation of goals, objectives, policies, procedures and work standards for the City Clerk's division;
- Manage, train, motivate, and evaluate assigned technical and clerical staff;
- Prepare and direct the distribution of Council agenda materials;
- Prepares, posts and disseminates publication of City Council agendas and meeting materials, and finalizes Resolutions and Ordinances;

- Attends all City Council meetings, Standing Committee meetings, and various other meetings and performs duties of elected City Clerk when absent, and records official proceedings and prepares minutes as assigned;
- Perform specialized administrative and clerical support for Department Heads, commissions, committees, elected City Clerk, City Council and City Manager; to prepare items for various commissions, and the City Council;
- Organizes, develops, implements, and administers the citywide records management program; coordinates and administers release of records in accordance with the California Public Records Act; plans;
- Administers municipal elections; boards, commissions, and committees; local government academies; and monitoring compliance with State and local campaign finance and conflict of interest laws;
- Coordinates and facilitates City Clerk activities with other City departments, outside agencies, and the public, ensuring excellent customer service is provided; evaluates, develops, and monitors all adopted City's Administrative policies and procedures and makes recommendations for continuous improvement; and participates in preparing and monitoring expenses related to City Clerk's function as contained in the City Manager Department Budget; Assumes responsibility for all City Clerk's daily functions and responsibilities;
- Provides information and answers inquiries from officials, the public, and staff on laws, procedures, and policies, such as the Municipal Code, the Brown Act, the Political Reform Act, the California Public Records Act, the Elections Code, and the City Council and advisory body rules of procedure;
- Maintain filing systems and complex records and logs, including confidential data; sort, index, purge, scan, copy, research and retrieve documents in paper and digital form;
- Facilitates the administration and conduct of elections, compliance with the Political Reform Act (FPPC regulations), local conflict of interest code, public records requests, recruitment for City Council committees and commissions and claims for damages against the City;
- Certify, notarize, and record City documents;
- Assist to maintain web pages for elections and other special purposes;
- Build and maintain positive working relationships with co-workers, other City employees and Foster an environment that embraces diversity, integrity, trust, and respect using principles of good customer service;

- Ensure that the City Council and City Clerk aspects of the City website are current;
- Be an integral team player, which involves flexibility, cooperation, and communication.

MINIMUM QUALIFICATIONS

Knowledge of:

Municipal government operations, structure and regulation, such as the Brown Act, Political Reform Act, Public Records Act, and Election Code; Records management principles and practices;

Principles, practices, methods and practices of effective office management and project management;

Principles and practices of supervision leadership, motivation, team building and conflict resolution.

Modern office technology, such as filing systems, personal computers, and data processing, data base, and spreadsheet software programs;

Principles and practices of public relations and internal/external customer service techniques.

Relevant local, State, and Federal laws, rules, and regulations related to area of assignment; and,

Proper English usage, spelling, grammar, punctuation, and proofreading.

Ability to:

Plan, direct and control the administration and operations of the City Clerk division;

Effectively work with a variety of people at varying levels in the organization, as well as the public and members of the City Council and outside agencies;

Develop and implement division policies and procedures; analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals;

Gain cooperation through discussion and persuasion; interpret and apply City and department policies, procedures, rules and regulations; supervise, train and evaluate personnel;

Keep abreast of laws, regulations, and pertinent professional knowledge related to the City Clerk profession;

Learn, interpret, and apply City and department and division rules, regulations, policies, practices, ordinances, resolutions and laws;

Acquire a working knowledge of other department functions and operations;

Perform specialized administrative and clerical duties for department heads, commissions, committees, City Clerk, City Council and City Manager;

Intermittently, review and evaluate documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve issues for the public and with staff;

On a continuous basis, sit at desk for long periods of time or stand at public counter; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less;

Evaluate, organize, set priorities and meet deadlines;

Fulfill the essential duties of the elected City Clerk as necessary;

Use a complex filing system and maintain and retrieve important records and documents;

Maintain confidentiality; use tact and discretion in communication with government officials, City Council, and representatives of the business and community organizations to exchange information and explain City administrative policies and procedures;

Use sound judgment in recognizing scope of authority;

Operate and use modern office equipment including computers and applicable software.

Learn and operate specialized systems and software, such as web content;

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities;

Utilize appropriate safety procedures and practices for assigned duties;

Establish and maintain effective working relationships with those contacted in the course of work. Work with various cultural and ethnic groups in a tactful and effective manner; and,

Communicate clearly and concisely, both orally and in writing.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Three years of increasingly responsible office management experience including supervision, interpretation of laws and regulations, and extensive public contact. One-year supervisory level experience which has included the supervision of subordinate staff. Public sector experience is desirable; experience in a City Clerk's Office is highly desirable.

Training:

Equivalent to a Bachelor's degree with major course work in public administration, business administration, or in a related field.

License and Certificate

Possession of, or ability to obtain, a valid California driver's license.

Possession of and ability to maintain a Notary Public Commission within six (6) months of employment.

Certification as a Municipal Clerk (CMC) by the International Institute of Municipal Clerks is highly desirable.

ESTABLISHED: June 16, 2025; Resolution #2025-081

REVISED: --

FLSA: Exempt