



City of Irving Job Description

Operations Logistical Manager

FLSA Status:	EXEMPT	Job Department:	City Secretary's Office
Job Code:	08031	Reports To (Job Title):	City Secretary/Chief Compliance Officer

PURPOSE

Under the direct supervision, delegation and direction of the City Secretary, assists with essential and official operations functions of the City Secretary's Office (CSO), as assigned. Supervises the Mayor and City Council's Boards and Commissions appointment process, consisting of a minimum of 26 boards and commissions, and over 220 city council candidate appointments annually. Oversees and Administers the CSO, and the Mayor and City Council Office budgets; assist the Records Management Office with their budget compilations. Responsible for KPI's. Solely responsible as the key back-up for ALL four positions in the CSO, with the exception of the City Secretary.

Must be trained and cross-trained in all areas of knowledge, skills and abilities (KSAs) within the CSO to fulfill this level of operational proficiency. Manages every aspect of elections logistics and multiple elections databases. Operates as the webmaster for the CSO and Mayor/City Council website, including content, postings, and secure servers. Trains citywide in Irving University for OnBase classes. Oversees the Citywide Code and Codification process for all departments. Functionally supervises and provides support, under the direct supervision of the City Secretary and in the City Secretary's absence, specific clerical positions of the City Secretary's Office.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Serve as the Operations and Logistical Manager; receive official documents, prepares notices, legal postings, and regular and special council meeting agendas; manage the boards and commissions processes; oversee and coordinate elections logistics.
- Supervise and manage the appointment and reappointment process of 26 boards and commissions, encompassing over 220 appointments annually in the office of the Mayor and City Council – a division within the CSO.
- Serve as the Boards and Commissions subject matter authority; create processes improvements and policy modifications annually that impact the appointment process. Responsible for working with the mayor and city council directly (at the direction of the CS) regarding their 26 boards and commissions, consisting of over 220 appointments.
- Oversee and ensure the implementation, and maintain the workflow of the processing and finalizing of the board appointment workbooks for mayor and city council. Monitor, determine and execute timelines, in writing, to the Mayor, City Council, City Secretary, Department Heads, and the City Manager (as needed) regarding the number of vacant board positions and eligibility of current board members for reappointment to each board, and prepares summary reports for review and/or reappointment. Vet and review applications for proper eligibility requirements of board/commission applicants. Process consist of multiple steps: evaluation of many areas regarding

current board members, vacant board positions, applications for new board appointments, attendance reports, multiple tiers of letters, and Excel spreadsheets with data sorted for easy review, interviews, and selection.

- Manage and navigate the board and commission interview process, to include the following: Schedule rounds of interviews, in total, of between 75-100 applicants for the Mayor and City Council to interview, in groups not to exceed four; Establish the interview check-in and check-out process with applicants and city council members; Research questions that require expert knowledge in multiple levels of broad spectrums of dates, rules, regulations, ordinances, and bylaws, and respond with the ability to lead, direct, or help determine policy or procedure for appointments, multiple appointments, or groups of appointments. Processes and procedure may change after the appointment process as a result of political or operational successes or defects, and staff will gain cooperation and influence future actions and objectives as a result of each year's appointment process and post appointment process.
- Prepare city council resolution(s) for appointments and reappointments, and convey in writing to board members and applicants that are appointed, not appointed or re-appointed.
- Serve as the subject matter expert and authority over the management and delegation of the Open Meetings Act training citywide, to ensure the city's compliance in accordance with the Open Meetings Act.
- Train, lead and monitor individual city department heads and/or their internal staff, departmental liaisons, board and commission members, and the mayor and city council on laws, rules, and regulations to meet the compliance of the Open Meetings Act, within the determined timeframes provided by law. As board members come and go from boards at any time, or as council turns over from elections; this process is ongoing and an unending legal compliance mandate to avoid open meeting violations.
- Train and provide continuing support to the mayor, city council, department heads, staff liaisons, etc. regarding the establishment, revisions, or background of board ordinances, agendas and processes relating to both.
- Administer all board and commission Oaths of Office and Statement of Appointed Official to newly appointed and reappointed board members.
- Convey and coordinate board appointments with outside entities or government organizations that have members appointed to Irving boards during any time of the year.
- Continually maintain and update the board and commission databases, including new applications, newly appointed members, outgoing members, termed out members, no longer eligible members, etc. Also, continually update the webpages of the same, as well as agendas, minutes, ordinances and general information of the boards and for the boards.
- Monitor monthly attendance of board members to ensure meeting attendance compliance is being met consistent with the mandates as set by the City Ordinance. Follow up with department heads or staff liaisons and board members to attain a resolution regarding attendance issues and, if necessary, the city manager, city attorney, mayor and city council, if attendance requirements are not being met.
- Organize and maintain records related to boards history and processes, and respond to verbal and written inquiries regarding board and commission ordinances, guidelines and procedures.
- Maintain master roster with board or commission name, board or commission volunteer names, home address, appointment date, terms served, date Open Meetings Act training is completed, any special qualifications, business affiliations and/or other notes on each board member.
- Plan, implement and complete the mayor and council's objective in the strategic plan to involve citizen engagement by running and supervising the Annual Boards and Commissions Banquet for 250-300 guests annually; Participants include the mayor, city council, city manager, city secretary, city attorney, police and fire chief, department heads, board and commission staff liaisons, and all board and commissioners; Negotiate the vendor contract for the venue, facilitate theme creations, manages public relations for the event, select event menu, select event entertainment, prepare the master of ceremonies script, and create the power point presentation; create banquet invitations, the event program, select gifts for boards and commissioners on behalf of the mayor and city council, and ensure expenses do not exceed the budget provided.

- Prepare RSVP rosters, event registration, name tags and seating for 250-300 board members, VIP guests, mayor, city council, department heads, staff liaisons, boards and commissioners and select staff.
- Lead and oversee the numerous logistical, technical, and functional responsibilities of elections management operations, in coordination and cooperation with the Dallas County Elections Department Administrator, and Irving Independent School District Officials, to organize city, county, state and federal elections. These operations include a full command and understanding of compliance with state or federal election laws, with the ability to influence and persuade in the following fields of expertise: coordination of polling place precincts and locations within city facilities and the school district that meet compliance with the ADA requirements and the Department of Justice laws and regulations; must be able to coordinate dates and times of elections, early opening, late closing and weekend openings, in conjunction with staff coverage for facilities; coordinate delivery and pick up of election equipment to and from all facilities; manage the appointment of a minimum of 13 election judges and over 50 election clerks throughout the city and their ability to access city and school facilities; coordinate election judge polling assignments with the school districts; ability to multi-task, change course, follow precise election law direction and make strong relationships through negotiation with School District Officials and Dallas County Administrative Officials is critical.
- Prepare and ensure facility supplies are stocked as needed, including electrical and information technology needs; ensure judges have maps, appropriate signage, and that locations are temperature controlled and safely staffed. Must comply with chair and table regulations that meet the Texas Election Code requirements for judges and clerks.
- Analyze large electronic files from Dallas County Elections Department and extract voters by single member districts for candidate use when running for elections.
- Create multiple excel information sheets for use by staff, candidates and the public during Early Voting and Election Day voting to post to the website. Spreadsheets and work books include daily polling locations, dates, times, votes by polling location locally in Irving (3) and Dallas County Wide (50), mail in votes per precinct, votes by personal appearance by precinct, locations of election judges, all voter precincts in Dallas County, and contact information for facilities.
- Coordinate candidate photos for publication, meetings for outside entities such as the League of Women's Voters (LWV) and ICTN during election season.
- Manage the Election's database to provide election results summary pages for the public on election night and for the Canvass of election results. Summary pages and results are posted on the kiosk outside and the CSO website as unofficial results. They are then vetted and provided as a final resolution and Canvass for official action by the mayor and city council.
- Service as the 24 –hour emergency, on-call contact for the CSO, the Dallas County Elections Department, election judges and all staff for any issue or problem during Early Voting and Elections Day. Elections include local, county, state, federal, runoffs, local option, bond, charter, etc. These elections occur year-round.
- Accept campaign finances filing reports from the mayor and city council, as well as council candidates, during election season, and during their annual and semi-annual filing dates. File is received and filed in hard copy and also posted to the city's website by operations and logistics manager.
- Assist residents and media with election inquiries.
- Manage, administer and prepare budget for the CSO in the amount of \$1million+ annually, and for the Mayor and City Council's Office in the amount of \$230,000+ annually, including research for future estimated costs and analyzing monthly expenditures.
- Reconcile billing statements from vendors and approve purchase orders; Prepare direct disbursement requests; Allocate credit card charges for CSO, and mayor and city council weekly in Works application; monitor monthly expenses on line items for CSO, and mayor and city council's budget.
- Develop department business plans, performance measures and KPI's.
- Analyze and summarize departmental customer service survey reports.

- Serve as Webmaster for the CSO, and the mayor and city council's office. Regularly update the websites with information on elections, candidates for city council, campaign finance reports, district maps, lobbyist registration forms, boards and commissions information, boards and commissions agendas, council meeting agendas, council committee agendas, agenda packets, minutes biographies, ethics forms, etc.
- Prepare mayor and city council biography for website, coordinate special orders for mayor and city council shirts, official portraits, custom framing, lapel pins, keys to the city, and small gifts for students from the mayor and council.
- Co-Administrator for the city-wide agenda management program MinuteTraq. One of two people who leads, trains, assimilates, and manages the agenda packet management software for the city manager, city attorney, city secretary, department heads, mayor and city council. Extract all submitted items from all city departments using the database, coordinates the order of the items for placement on the agenda, proofreads the items and provides direction and corrections to department heads and the executive team, and compile the agenda with all the agenda item summaries, maps, exhibits, cost estimates, legal reviews, attachments, etc. for use at the city council work session and city council meetings by the mayor and city council.
- Lead and develop research projects, and review special assigned projects that require benchmarking, gathering and collecting information, leading groups or teams of management and department heads to a common focus, and implementing policy upon approval. Examples include boards and commission interview processes, ordinance and bylaw review; electronic development and implementation of boards and commissions databases; agenda template and training compliance for consistency with the Texas Open Meetings Act. Reviews involve fact and information gathering, report and complex assessment of potential outcomes, presentation of synopsis and summary, and recommendations for policy outcomes.

OTHER DUTIES AND RESPONSIBILITIES

- Must be fluently cross-trained to serve as the automatic back-up to the following positions: Assistant City Secretary, the Assistant to the City Secretary, the Administrative Assistant or the Administrative Secretary; takes on all duties as assigned to those positions in their absence; May serve as the back-up to the City Secretary, as directed by the City Secretary, and apprise the Mayor, City Council, City Manager, City Attorney, and City Secretary of pressing matters as related to the office.
- Assist with the office operational functions of the City Secretary in the absence of the City Secretary, and performs supervisory functions in the absence of the City Secretary, only when so delegated by the City Secretary.
- Remain current on changing legislation as it relates to Open Meetings Act Laws and Texas Election Code Laws.
- Develop, recommend, and administer, alongside the City Secretary, the Assistant City Secretary and the Records Management Administrator, the records division budget, financial reports, performance measurements and performance evaluations.
- Respond to overflow calls from the Mayor and Council's telephone line.
- Manage the Codification of City Ordinances; responsible for codifying ordinances after each city council meeting upon approval by the city council and per direction of the City Charter; ensure submission to MuniCode; review proofs provided back by MuniCode are correct, work with department heads to gain cooperation and approval of accuracy of their codes, and update the city website and code books once final approval is given by all department heads and city secretary.
- In accordance with the City Charter, submits Ordinances to the local newspaper for publication; reviews and approves proof, ensures receipt of affidavit of publication by publishing entity, and ensures the legislative file is updated with the affidavit of publication.

- Serve as the primary back-up to the Assistant City Secretary for processing open records request in compliance with the Texas Public Information Act; review and distribute open records requests and assist internal and external customers.
- Serve as the primary back-up to the Assistant to the City Secretary to ensure mayor and city council administrative support continues seamlessly. Does all work related duties, including scheduling meetings, reviewing emails and calendar requests, assisting with mayoral requests from residents, updating calendars, opening mail, monitoring complaints and inquiries from residents, administration, and department heads; act as the intermediary and mediator to resident complaints and services as the conduit between the mayor, city council and departments; assists with travel, conference registration, and all other tasks as needed.
- Serve as the primary back-up for the Administrative Secretary and Administrative Assistant; assist customers with solicitors permits, claims forms, RAB processes and applications, deeds and easements, file and box transfers, answer phones for the City Secretary, and Mayor and Council.
- Administer Oaths of Office to city staff, as needed.

SUPERVISORY RESPONSIBILITIES

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 220 board members & commissioners and specified CSO clerical staff.

FINANCIAL / BUDGETARY RESPONSIBILITY

Develops, manages and administers, alongside the City Secretary, the City Secretary's budget of over \$1 million annually. Additionally, develops, manages and administers, alongside the City Secretary, the Mayor and City Council budget of over \$250,000 annually.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Bachelor's degree from an accredited four year college or university with major course work in English, history, psychology, political science, public administration, public affairs, liberal arts, government, or any similar field.
- Master's degree *or* the equivalent of bachelor's degree and a minimum of 9 years as a City Secretary or Assistant City Secretary required.

EXPERIENCE

- Seven (7) years of experience required, including four years of managing or supervising boards and commissions processes; elections logistics management; and budget administration - experience must have been under the direct supervision of the City Secretary, City Manager, or Mayor and City Council.
- Must have clear understanding and ability to manage and guide multiple departments, boards and commissions compliance with the Open Meetings Laws and clear understanding of the Texas Public Information Act.
- Must have experience compiling large council agendas and packets, electronically and manually.

CERTIFICATES, LICENSES, REGISTRATIONS

- Notary Public of the State of Texas
- Texas Municipal Clerk Certification Preferred, or must be able to obtain within three years.

KNOWLEDGE OF

- Comprehensive Knowledge of multiple city government regulations, codes, policies.
- Full comprehension of how to manage the codification process, entailing proofreading of interdepartmental codes citywide. Ability to maintain and keep the codification process current and accurate.
- Subject matter expertise in Open Meeting Laws, legal postings, holding public meetings and local and federal Election Code law.
- All Microsoft Office programs, specifically Excel and Access.
- Regulations and restrictions, laws and ordinances on a federal, state, and municipal level.
- Texas Elections Code and the ability to research local and state laws.
- Federal laws as they pertain to elections; Department of Justice mandates; Texas Ethics Commission regulations and filing requirements; and Secretary of State Regulations and forms as they relate to municipal, county and state elections.
- Texas Public Information Act; laws and guidelines as they relate to fulfilling request for public information.
- Municipal Operations; current social, political, organizational, and economic trends affecting municipal government.
- Best practices and principles for municipal budget preparation and administration.
- Statistical principles and processes for dealing with collection, analysis, interpretation and presentation of quantitative and qualitative data for the budget, boards and commissions, and performance goals.
- Administrative and data driven office systems, word processing, form creation design principles, research and analysis and overall presentation skills as it relates to the aforementioned.

SKILLS AND ABILITIES IN

- Sound Research & Forecasting: Utilizing multiple methodologies to perform statistical/financial modeling, analyze data, and engage in problem solving.
- Judgment & Decision-Making: Weighing the relative costs / benefits of a potential action.
- System Ability: Multi-tasking by working with multiple software packages simultaneously.
- Project System Ability: Organize and multi-task while working with a variety of software programs, as well as multiple *projects* at the same time.
- Digitization: Implementing software management programs, entering information accurately, and taking manual forms and formats to electronically driven formats.
- Maintaining Current Knowledge: Reading, analyzing, and interpreting general business periodicals, professional journals, technical procedures, or governmental regulations.
- Regulatory Competence: Comprehensively understanding and complying with state laws and regulations, specifically the Open Meetings Act and the City Charter as it relates to Boards and Commissions, the Texas Election Code, and Ordinances and/or Bylaws pertaining to the City's Boards and Commissions.
- Open Meetings Act Training: Leading and training the mayor, city council, citizens, council liaisons, department heads, and general government employees as the subject matter expert in all areas of boards and commissions, and in the Open Meetings Act.
- Open Meetings Act Guidance and Leadership: Coaching and mentoring the mayor, city council, staff members, and board or commission liaisons in procedures of the Open Meetings Act, and Irving's Boards and Commission Ordinances or Bylaws, and working through and creating policy across multiple and various situational aspects involving any one of the 26 Boards, its members, its council liaisons or its staff liaisons.
- Active Listening: Listening to what others are saying and asking questions as appropriate; interacting openly and without judgment.
- Active, Effective Expression: Being an active communicator; which includes communicating clearly and effectively, both verbally and in writing.
- Problem Sensitivity & Data Reliability: Quickly recognizing and analyzing irregular data and situations.
- Self-Management and Prioritization: Working independently, effectively and sufficiently with little to no supervision, demonstrating the ability to self-prioritize goals and assignments.
- Flexibility: Adapting in a quickly changing political environment with very little notice.
- Performance Measurement/Strategic Planning: Managing and maintaining performance measures, KPI's, strategic goals, and implementing quality improvement programs/project management methodologies.
- Meticulous Accuracy: Being detail-oriented with an extremely high level of attention to organizational and customer service skills.
- Quantitative Synthesis: Quantifying data and research as it relates to social, political, organization and economic trends.
- Process Improvement: Analyzing and adapting daily processes to increase efficiency and make policy modifications in accordance with a very dynamic and constantly changing and evolving political environment.
- Sense of Urgency: Efficiently and effectively responding to and completing various tasks with very little direction or notice, depending on the needs of the City Secretary, Mayor, or City Council.
- High-Level Cooperation: Working well with other Executive offices of the City Manager and City Attorney, and foster and support relationships to best suit the outcomes for the offices of the City Secretary, Mayor, and City Council.

- **Broad-based Collaboration:** Establishing and maintaining positive and effective working relationships with all levels of management, employees, government officials, vendors, residents, community groups and other government agencies. Also, working well with small or large groups. This includes leading teams and individuals.
- **Efficient Complex Problem-Solving:** Correctly identifying problems, developing and evaluating options, and implementing appropriate and fiscally responsible solutions.
- **Clerical Supervision:** Supervising clerical staff in the absence of the City Secretary.
- **Methodical Pursuit of Goals:** Planning and executing short and long term goals for boards and commissions based upon the needs of the mayor, city council, city management, department staff and the strategic plan.
- **Stakeholder Awareness:** Identifying and responding to community needs, the mayor, and city council issues, as needed and required.
- **Discretion:** Maintaining sensitive information in a confidential manner.

GUIDANCE RECEIVED

Departmental Goals and Priorities

Makes decisions that are guided by overall Departmental goals, priorities and policies. Job requires interpreting goals and priorities into action steps and delegating responsibility for completion; applies broad latitude in regard to methods and approaches but must obtain approval for actions that have policy, service or cost implications.

CONTACTS

External (Outside) Contacts:

- **Boards and Commission Members; Mayor and Council (Daily)** – Contact with any of the 220 boards and commission members appointed under the Mayor and Council and supervised by the operations and logistics manager. Most frequent contact for the appointment process occurs from June – January. Throughout February – May, weekly, if not daily, contact is required with Council appointed as the Chairperson of the Boards and Commissions to revise board ordinances, re-evaluate the appointment process, ex-officio statuses, alternate statuses, etc. Must represent the mayor and council in an above reproach professional manner daily, and maintain and display expert knowledge within multiple subjects matter fields for each board requirement (sovereign, advisory, flood or corporate) in order to gain cooperation from the elected officials to regulate and pass standards for the various board ordinances.
- **DCURD, DART, Hospital Authority Board (Six months out of each year)** – As needed contact to convey appointment status of partially local controlled boards and commission appointments.
- **Vendors (Daily, for six months out of each year)** – Negotiate and gain cooperation to represent the city’s best interest and costs. Boards and Commissions Banquet – Negotiate venue location, food cost, entertainment cost, sounds system costs, etc. Boards and Commission Gifts – Negotiate with appropriate vendor the Mayor and City Council gifts for service to the city, annually. Council Portraits – Locate vendor and negotiate portrait costs, annually.
- **Citizens (Daily)** – Troubleshoot complaints for the City Secretary, City Manager, Mayor and City Council, as well as educate and explain processes, laws, regulations rules, ordinances or resolutions, to accommodate the public and de-escalate the potential for escalation of issues or problems that come to the CSO or Mayor and City Council.

- **State, County and Local Agencies (Weekly)** – Receive and at times provide official and complex information regarding the continuing compliance of or within election laws, ethics forms, filing timelines, open meetings and open government trainings, and governmental transparency. Gain and relay the understanding of critical and complex legislation, ordinances or bylaws from these offices and entities on a weekly basis: Office of the Attorney General (AG); Secretary of State Office (SOS); Texas Ethics Commission (TEC); Dallas County Elections Commission (DCEC); Various City Charters; Board and Commission Ordinances and/or By-Laws of benchmark cities.
- **Irving Independent School District (Six to eight months out of each year)** – Lead, coordinate, receive and convey with Irving school district officials regarding polling locations, open and closing times for polling locations, judge and clerk accommodations and legal requirements, ADA accommodations and regulations, etc.
- **Democratic and Republican Party Chairs (Six to eight months out of each year)** – Lead, coordinate, receive and convey with the democratic and republican chairs for the state and national elections regarding their polling locations with the school districts and city facilities. Receive approval for locations from all entities, coordinate how, when, where and why, and work with the City Secretary on regulating locations that meet ADA accommodations and access.
- **Professional Associations** – Texas Municipal Clerks Association (TMCA) with as needed contact to sustain professional relationships with peers and continued education requirements; North Texas Municipal Clerks Association (NTMCA) monthly peer and industry trainings.

Internal (Inside) Contacts:

- **City Manager, City Attorney, City Secretary, Department Directors (Daily)** – Daily contact in order to attain cooperation for the preparation and presentation of weekly agenda items for review and discussion. Daily contact in order to evaluate and review complex and litigious information in order to timely respond to open records request from law firms, media and citizens.
- **Department Liaisons (Daily)** – Daily contact to receive documents, process results, evaluate information for board and commission meetings, agendas, and agenda packets.
- **Agenda Liaisons and Department Heads (Daily)** – Work with the departments individually to create individual agenda templates for agenda postings and to create agendas and minutes best practices, decrease mistakes, influence deadlines being met in compliance with the open meetings act, and gain the cooperation, feedback, and input from the department heads and agenda liaisons on the revolving process. Occurs weekly and at times daily.
- **Mayor and City Council (Daily)** – Work with the Mayor and City Council on electronic board and commission training, selection process, of best practices for the annual selection process of boards and commission members. Daily contact with city council members to fill vacancies, respond to questions, update databases, and ensure open meeting compliances is met by all new members at any time of the year.

EQUIPMENT AND PROPERTY

Office machinery and software include: Fluent use in all Microsoft Office products, Minutetraq (agenda management software), OnBase (scanned documents depository), Boards and Commissions Software Database (In-house created), Electronic Elections Program Design for candidates (In-house), Performance Measurement System (PMS), Banner, Banner Reports Library, WORKSs (credit charge allocation) and CivicPlus (website management program).

Printer, copier, scanner, phone, fax, cell phone

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.*

The job can be sedentary while working for hours on the computer. The employee is constantly required to listen, talk, see and/or sit. S/he frequently is required to carry, climb, grasp, handle, feel, lift up to 50 pounds, pull push, and reach. Occasionally, s/he is required to balance, kneel, stand, or stoop. Frequently required to sit or stand for long periods of time during public meetings. May be required to lift or move boxes, move chairs and tables and drive a vehicle.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

Professional office work environment but with multiple phone lines, internal and external customers coming and going from the office area frequently. The employee frequently is exposed to noisy environments with multiple open areas of phone calls and voice interference. There is frequent exposure to the public walking through the office, so rotating between standing & sitting is required.

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

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.