



**OFFICE OF CITY COUNCILWOMAN ANA SANDOVAL
CHIEF OF STAFF**

Job title	<i>Chief of Staff</i>
Salary Range	<i>Set by Elected Official</i>
Reports to	<i>Councilwoman</i>

This is a position being hired by City Council Member Ana Sandoval. Assistants are not city employees, but are employees of the individual Councilmember. These assistants answer only to the Councilmember by whom they are employed, and represent only the respective Councilmember's point of view in serving constituents.

Application Instructions:

Interested individuals should email a letter of interest, resume, and completed questionnaire to:

Ana Eliza Sandoval

Councilwoman-Elect District 7

Email: anasandoval.councilaide@gmail.com

Job purpose

- Under general direction, performs a wide variety of professional duties involved in the coordination of the activities of the Elected Official with City Departments and external organizations; provides information and assistance to constituents; and plans, organizes and coordinates complex research, analytical and administrative functions for the Elected Official. Will serve as operations manager and coordinate the daily operations of the District office. Will exercise supervision over District staff. Must be politically astute and use discretion for all issues and requests.

Duties and responsibilities

- Serves as liaison between Council Member and internal and external individuals and organizations as necessary and assists in meeting constituency needs within the parameters of the City's policies and procedures.
- Serves as advisor to Councilwoman on constituent, policy, and administrative matters.
- Coordinates internal communications to ensure the councilwoman is briefed and prepared for all meetings and events.
- Responsible for managing the City Council Project Funds program for the Council District; to include reviewing requests for funding and briefing the councilmember.
- Works with staff to execute office goals and objectives and provides project and performance management guidance to staff on assignments.
- May assist with candidate interviews and selections for positions within the Council Office.

- May train, supervise, and evaluate District staff.
- Develops and implements effective workflows, operating procedures and policies within council office, such as email and phone call management and records retention.
- Represents councilwoman at community events, meetings, and other events as needed.
- Assists in the selection of individuals to serve in various Council-appointed Boards and Commissions.
- Drafts responses to citizen concerns and/or questions relating to governmental operations; forwards inquiries to appropriate City Department when necessary; and follows-up to ensure resolution.
- Explains policies to residents of the community and representatives of various interest groups.
- Monitors issues of concern and informs Council Member regarding residents' inquiries and/or complaints and resolution status.
- Assists Council Member in conducting research, preparing for meetings, appearances and events, and conducting follow-up for resolution of issues.
- Assists in facilitating meetings and events for City Council Member.
- Prepares reports, memoranda and other documents as necessary.
- Attends meetings with City Council, City staff and other individuals and organizations as required.
- Assists Council Member with analysis of proposed budget, to include performing additional research on specific City programs and services as requested.
- May conduct surveys, analyze results and prepare summarized reports.
- Performs related duties and fulfills responsibilities as required.

Preferred Qualifications

Preferred Qualifications include:

- Bachelor's Degree from an accredited college or university with major coursework in Political Science, Public Administration, Business Administration or related field.
- Master's Degree Preferred.
- Two (2) years of managerial or supervisory experience.
- Four (4) years of increasingly responsible administrative, customer service, and problem solving experience.
- Previous government experience desirable.
- Or combination of education and experience.

Knowledge, Skills & Abilities

- Knowledge of principles and best practices of public involvement.
- Knowledge of advanced research methods and organization and presentation techniques.
- Knowledge of principles and practices of supervision and training.
- Skill in utilizing Microsoft Office Suite, Google Docs, and social media platforms.
- Ability to learn City services, programs, codes, and ordinances.
- Ability to learn and apply policies and procedures utilized in handling complaints.
- Ability to exercise quick judgment, diplomacy, and follow through.

- Ability to communicate clearly and effectively, both verbally and in writing.
- Ability to respond to inquiries, complaints, and requests for services in a fair and tactful manner.
- Ability to establish and maintain effective working relationships.
- Ability to develop clear and concise reports.
- Ability to effectively manage multiple projects simultaneously.
- Ability to work independently; actively seek collaboration; support colleagues in their work, and work in a multicultural environment.
- Superior planning and organizational skills.

Work Location

Work Location:

City Hall – 4th Floor
 100 Military Plaza
 San Antonio, TX 78205 or district field office

Questionnaire:

1. Describe a public participation experience you have had with a council office, the City of San Antonio or other public agency. Summarize what worked well, what could have been better and how you would improve the process. (250 words)
2. What are two initiatives you would like the Council Office to undertake? Explain why and how. (250 words)
3. Describe an occasion in which you provided outstanding customer service.
4. How well can you:
 - a. Speak Spanish?
 - b. Write Spanish?
 - c. Read Spanish?
 - d. Speak/read/write any other languages?
5. List any areas in which you feel you have subject area knowledge, e.g., public safety, education...
6. Please provide names and contact information for three references:
 - a. Supervisor
 - b. Coworker
 - c. Someone you have supervised
7. Please submit:
 - a. A writing sample 250 to 1,000 words long.
 - b. A newsletter or flyer that you developed.
 - c. Any other sample work product you feel demonstrates your qualifications for the position.