

# Council Operations Team Positions

## Council Operation Manager

### Position Overview

This position leads and manages the council operations team which provides a range of specialized legislative support functions that enable the City Council to conduct its official functions as the legislative body for the City of Portland. The council operations manager reports to the council president and plays an important role in overseeing the exploration, planning, drafting, vetting, and presenting of legislation to the City Council and directs a team of high-performing staff. The position acts as a liaison between city council and members of the administration that provide additional operation and personnel support to City Council and works with the city administrator, assistant city administrator and deputy city administrators to coordinate council requests for information from administrative staff and subject matter experts as appropriate.

### Description of Duties

% OF TIME	MAJOR/ESSENTIAL JOB DUTIES	FREQUENCY
30%	<b>DUTY 1: Management and Administration</b> <ul style="list-style-type: none"><li>Manages the daily operations of City Council staff and ensures the delivery of quality service for Council members in accordance with defined goals and objectives.</li><li>Support staff in effective problem-solving through active listening, team building, and collaboration.</li><li>Coordinate policy analysis and the decision-making process across the various Council Committees.</li><li>Coordinate internal policy and program direction in collaboration with councilors.</li><li>Manage training and professional development of staff; set performance standards, monitor and evaluate the quality and timeliness of work products, and conduct annual performance evaluations.</li><li>Assists the Council President to manage and lead the development of the Council work plan.</li></ul>	Daily
25%	<b>DUTY 2: Policy Analysis and Planning</b> <ul style="list-style-type: none"><li>In alignment with the council work plan, direct the policy work of council operations staff in conducting research and analysis, drafting legislation and issue papers, and proposing alternatives and recommendations in response to committee work.</li><li>Perform policy analysis and utilize technical expertise to make recommendations to Council on complex and controversial projects through organized, logical presentation of appropriate facts and analyses.</li><li>Propose criteria in alignment with the council work plan for evaluating policy options and making difficult decisions.</li></ul>	Daily

	<ul style="list-style-type: none"> <li>• Present the pros and cons of conflicting legislative options in an impartial, objective, and unbiased manner through effective written materials and oral presentations.</li> <li>• Assure that the same information, resources, and briefing materials are communicated to councilors equitably and efficiently.</li> <li>• Stay current with city, state, and federal laws and regulations to inform work.</li> <li>• Prepare regular reports on work planning to the council president and presents to the council.</li> </ul>	
25%	<b>DUTY 3: Communication, Presentation, and Professional Relationships</b> <ul style="list-style-type: none"> <li>• Prioritize and maintain clear, open, and transparent communications with councilors, council staff, mayor's office, other City stakeholders, and legislative colleagues.</li> <li>• Establish and maintain open, cooperative, and effective working relationships with staff, elected officials, representatives of other entities, and the public.</li> <li>• Effectively communicate highly technical or complex materials both in writing and orally.</li> <li>• Articulate complex concepts clearly in a range of settings from one-on-one to large group meetings.</li> <li>• Oversee the onboarding process and general ongoing education for new council members and their staff.</li> </ul>	Daily
10%	<b>DUTY 4: Council Operations Team Budget Oversight</b> <ul style="list-style-type: none"> <li>• Develops and manages the City Council staff budget.</li> <li>• Allocates funds within the budget to accomplish objectives, controls expenditures within established allocations and legal requirements for assigned work functions and ensures costs are maintained on a quarterly basis in accordance with appropriate policies, rules, and regulations.</li> <li>• Works with Business Operations staff to track expenditures, identify needs, and coordinate as appropriate.</li> <li>• Identifies gaps in service delivery to council and proposes additional resources to fill those gaps.</li> </ul>	Monthly
10%	<b>DUTY 5: Collaborative Work Planning and Reporting</b> <ul style="list-style-type: none"> <li>• In consultation with councilors and staff, establish an annual work plan that reflects the priorities of the individual councilors while also setting reasonable and attainable work goals for staff.</li> <li>• Oversees the development of an annual report to council.</li> <li>• Participates in strategic planning processes.</li> </ul>	Annually
100%	<b>SUM OF ESSENTIAL DUTIES</b>	

## Work Contacts

CONTACT	HOW	PURPOSE	HOW OFTEN
Council President and Vice President	Email, phone, in-person	Support understanding, relationship building, and fulfillment of their roles including presiding over	Daily

		council meetings, finalizing meeting agendas with the Council Clerk, assigning items to a committee or the full council, assigning seats in the council chambers and signing items approved by council, when necessary.	
All council members	Email, phone, in-person	Assist the council, when appropriate, to explore, plan, vet, and draft legislative items, understand their potential implications, and feel supported in fulfilling their roles as Portland's legislative body.	Daily
Mayor and their staff	Email, phone, in-person	Coordinate at strategic, high level on joint legislative items and council operations as needed.	Weekly
City Administrator, Deputy City Administrators, and Assistant City Administrator and their staff	Email, phone, in-person	Ensure direct communication from council to the City Administrator, Deputy City Administrator, and Assistant City Administrator and make requests of the administration to support the legislative process and council work.	Daily
Auditor's Office, Council Clerk, and their staff	Email, phone, in-person	Maintain collaborative and respectful working relationships between teams and high-level coordination as needed.	Daily
City Attorney's Office	Email, phone, in-person	Maintain collaborative and respectful working relationships between teams and high-level coordination as needed.	Weekly

## Council Policy/Legislative Analyst

### Position Overview

This position provides advanced qualitative and quantitative analysis of citywide and significant policy issues of importance to the City Council, assists city councilors with developing policy initiatives for council consideration, and serves as a resource to council offices and those working with council offices about the legislative process. Performs research and analysis into complex policy issues, provides impartial and nonpartisan recommendations and guidance to city councilors and their staff on existing and proposed legislation.

### Description of Duties

% OF TIME	MAJOR/ESSENTIAL JOB DUTIES	FREQUENCY
40%	<b>DUTY 1: Policy Research and Analysis</b> <ul style="list-style-type: none"> <li>Provides impartial, advanced policy research, analysis, and evaluation in support of council responsibilities and legislative priorities.</li> <li>Conducts qualitative and quantitative analysis of policy options and issues that may be considered controversial and/or complicated.</li> <li>Identifies and evaluates both internal and external policy and the impacts, consequences, and risks associated with legislative proposals and council-directed initiatives.</li> </ul>	Daily

	<ul style="list-style-type: none"> <li>• In alignment with the council's work plan, assists committees and city councilors with consideration of legislative issues that are in alignment with the council's strategic priorities by providing impartial information and analysis and providing subject-area knowledge.</li> <li>• Serves as policy subject matter expert on legislative process, workgroups and committees as assigned.</li> </ul>	
30%	<b>DUTY 2: Communication, Presentation and Professional Relationships</b> <ul style="list-style-type: none"> <li>• Support clear, frequent, and transparent communication with councilors, council staff, the mayor's office, other City stakeholders, and legislative colleagues.</li> <li>• Effectively communicates to council on policy development involving broadly defined subject matters, services, and processes.</li> <li>• Assist the sponsor of legislation present research and analysis of policy alternatives, draft legislation, and amendments to legislation in council committees and other public settings as well as in private briefings.</li> <li>• Prepare clear written materials including summary emails, descriptive and analytical policy memos, presentation materials and on-page summaries of complex information.</li> <li>• Cultivate, foster, and maintain positive working relationships with city council, council staff, relevant subject matter experts in the administration, and external experts to develop policy options and advance council's legislative agenda.</li> </ul>	Daily
20%	<b>DUTY 3: Legislative Drafting and Process Expertise</b> <ul style="list-style-type: none"> <li>• At the direction of the council, council president or majority of a committee, draft proposed legislation or legislative amendments in consultation with council offices or by assisting council aides to draft legislation themselves.</li> <li>• Support the legislative process by liaising with the Council President and Vice President and their staff as well as partnering with the City Attorney's Office and Council Clerk.</li> <li>• Acts as technical expert in the City's legislative process and advises on responses to questions from council and other staff as appropriate.</li> <li>• Provides training and skill building, as appropriate, to administration and council offices on the legislative process.</li> </ul>	Weekly
10%	<b>DUTY 4: Comply with all local, state and federal laws and administrative rules</b> <ul style="list-style-type: none"> <li>• Preserve the integrity of democratic governance processes in full compliance with all applicable laws, policies, rules, and regulations.</li> <li>• Makes recommendations for changes in procedures and processes to enhance the functioning of the legislative branch of the City and ensures that city council powers and duties are preserved or strengthened according to Charter.</li> </ul>	Weekly
100%	<b>SUM OF ESSENTIAL DUTIES</b>	

## Work Contacts

CONTACT	HOW	PURPOSE	HOW OFTEN
Council Operations Manager	Email, phone, in-person	To keep the council operations manager aware of ongoing work, requests received, and to discuss priorities. Work together to set work plan and understand capacity. The council operations manager can provide advice when needed, reviews performance, and helps connect the analyst to needed resources or professional development.	Daily
Council Operations Team Members	Email, phone, in-person	Coordinate on committee work and other joint projects and services to city council.	Daily
Chair and/or Vice Chars of assigned Council Committees	Email, phone, in-person	Support understanding, relationship building, and fulfillment of their roles as chairs/vice chairs of committees. Negotiate priority setting on research and analysis work in support of the committee.	Daily
All council members	Email, phone, in-person	Assist assigned committee members and other councilors when appropriate to explore, plan, vet, and draft legislative items. Provide summaries and briefings to councilors and committees as needed.	Daily
Mayor and their staff	Email, phone, in-person	Coordinate on joint legislative items and committee operations as needed.	Weekly
City Administrator and their staff	Email, phone, in-person	Coordinate and manage requests to the administration to support the legislative process and committee work.	Daily
Council Clerk and their staff	Email, phone, in-person	Ensure the Council Clerk is receiving the information they need about assigned legislative items and related work to fulfill their duties.	Weekly
City Attorney's Office	Email, phone, in-person	Ensure that City Attorney review and input is incorporated into legislative, and committee work when required.	Weekly

## Council Operations Coordinator

### Position Overview

This position provides legislative support services of considerable complexity and confidentiality for one or more of the standing committees of the City Council or other assigned decision-making bodies including responding to requests, analyzing data and facts, and liaising with and supporting the Council Clerk's office.

### Description of Duties

% OF TIME	MAJOR/ESSENTIAL JOB DUTIES	FREQUENCY
25%	<b>DUTY 1: Legislative Process Coordination</b> <ul style="list-style-type: none"> <li>Coordinates with the council president and vice president, council committee chairs, and council clerk's office in managing the City's</li> </ul>	Daily

	<p>legislative process which involves assigning items and preparing content for agendas.</p> <ul style="list-style-type: none"> <li>• Serve as a subject matter expert on the legislative process including the rules managing the council and committee meetings and support the council's efforts to move legislation through the process and communicates impartially with councilors and their staff.</li> <li>• Coordinates the scheduling and legislative packet creation for council-led items.</li> <li>• Assists during meetings with research and retrieval of legislative records, rules, or regulations, if necessary.</li> <li>• Provides impartial guidance to councilors on agenda item filing procedures and council rules.</li> <li>• Manages the legislative process impartially and without bias.</li> </ul>	
30%	<p><b>DUTY 2: Committee and Work Session Logistics Coordination</b></p> <ul style="list-style-type: none"> <li>• Assists council committee chairs and council clerk with staffing council committee meetings.</li> <li>• Coordinates the scheduling and meeting preparation for council committee meetings and work sessions with the council clerk's office.</li> <li>• Provides council committee meeting logistics support, including working with council and council presidents to ensure materials are completed for the timely and accurate filing of agenda items with the council clerk's office.</li> <li>• Coordinates with the council clerk to ensure committees and work sessions comply with public meetings requirements and notices.</li> <li>• Promotes transparency and accessibility in committee meetings and work sessions.</li> <li>• Coordinates with council offices and committee chairs with community and public to ensure that interested parties are aware of topics of concern.</li> </ul>	Daily
20%	<p><b>DUTY 3: Communication and Professional Relationship Management</b></p> <ul style="list-style-type: none"> <li>• Supports the council operations manager in onboarding new councilors and helping them to understand council procedures.</li> <li>• Prepare clear written materials distilling complex processes with the appropriate level of information for councilors, city leaders, and the public.</li> <li>• Cultivate, foster, and maintain positive working relationships with city council, council staff, the Council Clerk's Office, the City Attorney's Office, and relevant subject matter experts in the administration.</li> </ul>	Daily
10%	<p><b>DUTY 4: Comply with all local, state and federal laws and administrative rules</b></p> <ul style="list-style-type: none"> <li>• Preserve the integrity of democratic governance processes in full compliance with all applicable laws, policies, rules, and regulations.</li> <li>• Ensures that meeting information and records meet with City Auditor and Council Clerk's records management requirements.</li> <li>• Assists in publishing information on internal and external webpages when required.</li> </ul>	Weekly

	<ul style="list-style-type: none"> <li>Assists the City Attorney in their role as council parliamentarian when required.</li> </ul>	
10%	<b>Other duties as required</b>	
100%*	<b>SUM OF ESSENTIAL DUTIES</b>	

\*Submitted Position Description totals 95% - would add five to first duty or other duties.

## Work Contacts

CONTACT	HOW	PURPOSE	HOW OFTEN
Council Operations Manager	Email, phone, in-person	To keep the council operations manager aware of ongoing work, requests received, and to discuss priorities. Work together to set work plan and understand capacity. The council operations manager can provide advice when needed, reviews performance, and helps connect the position to needed resources or professional development.	Daily
Council Operations Team Members	Email, phone, in-person	Coordinate on committee work and other joint projects and services to city council.	Daily
Council President and Vice President	Email, phone, in-person	Support understanding, relationship building, and fulfillment of their roles, including liaising with the council clerk about agenda and committee assignment recommendations.	Daily
Chair and/or Vice Chars of assigned Council Committees	Email, phone, in-person	Support understanding, relationship building, and fulfillment of their roles as chairs/vice chairs of committees, including liaising with the council clerk to develop the agenda and committee assignment recommendations.	Daily
Mayor and their staff	Email, phone, in-person	Coordinate on joint legislative items and committee logistics as needed.	Weekly
City Administrator and their staff	Email, phone, in-person	Coordinate participation on committee meetings and work sessions as needed.	Weekly
Council Clerk and their staff	Email, phone, in-person	Ensure the council clerk has all the information, content, and support to fulfill their duties.	Daily
City Attorney's Office	Email, phone, in-person	Coordinate with the city attorney on reviews and procedural/parliamentarian questions as needed.	Weekly

## Central Council Operations Administrative Specialist

### Position Overview

The Central Council Operations Administrative Specialist is responsible for providing a variety of complex, diverse, and confidential administrative and support services to the Council Operations Manager and the Council Staff team in support of that team's work plan and the legislative process. Responsibilities are broad in scope, allowing for some degree of administrative discretion, and are

evaluated in terms of timeliness, attention to detail and quality. Requires involvement in broad City-wide and legislative issues and interaction with the city councilor's offices, mayor's office, city administrator's office and select members of the administration, other elected officials, representatives of industry and professional groups, community members, and the media on complex and sensitive matters. This position conducts research and provides recommendations regarding policy updates, administrative and business process improvements.

## Description of Duties

% OF TIME	MAJOR/ESSENTIAL JOB DUTIES	FREQUENCY
40%	<b>DUTY 1: Confidential Administrative Support</b> Provides confidential administrative support; types and/or drafts memoranda, correspondence, reports, agreements, forms, and technical reports; tracks and processes contracts and documents requiring council operations manager or council presidents signature; ensures materials, reports and documents for signature are accurate and complete; assists in coordinating approval processes for contracts or procurements; processes routing correspondence, forms and records, develops, revises and maintains office documents; communicates and explains office policies and procedures to staff; attends meetings and prepares written or oral agendas, minutes, or summaries. Supports the council operations manager or the council president in ensuring that performance evaluations are completed on time and in alignment with HR best practices. Assists with managing hiring processes and decisions.	Daily
35%	<b>DUTY 2: Office Administration</b> Attends to a variety of office administrative details; creates and maintains confidential, subject and project files; develops and monitors databases; orders supplies and maintains office inventory; supervises and maintains central office files, records, and filing systems; archives office files and records; monitors office equipment and various maintenance schedules; submits office facility service requests; coordinates mass mailings; makes travel arrangement and tracks travel documents. Coordinates and plans events and meetings for the central staff team. Maintains calendars for the council operations manager and council staff team; processes requests for the manager's time form elected officials, staff, bureaus, and the public; coordinates, arranges, and confirms meetings; prepares manager's calendar for internal and external distribution; tracks council meetings or council committee commitments; communicates with staff and elected officials regarding scheduled meetings and events; produces schedules of meetings and events; oversees staff and volunteer schedules.	Daily
10%	<b>DUTY 3: Constituent Services</b> May act as back-up to council district administrative assistants in their absence; assists council staff and 311 in responding to constituent inquiries, complaints, and concerns; may serve as contact for constituents in assigned areas; prepares written responses.	Monthly
15%	<b>DUTY 4: Miscellaneous Administrative Duties</b> Assists and participates in the development of annual budgets; monitors and helps process budget expenditures and quarterly reports; coordinates with staff from Human Resources or Business Operations, including the timekeeper for council operations staff,	Monthly



	BTS phone coordinator, facilities coordinator, building access coordinator, and the Success Factors administrator.	
100%	<b>SUM OF ESSENTIAL DUTIES</b>	

## Work Contacts

CONTACT	HOW	PURPOSE	HOW OFTEN
Council Operations Manager	Email, phone, in-person	To ensure council operations manager's scheduling and administrative needs are being met as well as to keep them aware of the position's ongoing work and requests received. The council operations manager can provide advice when needed, reviews performance, and helps connect the position to needed resources or professional development.	Daily
Council President and Vice President	Email, phone, in-person	Regular communications about scheduling and interactions with council operations manager. Ensure council president and vice president have general needs met and questions answered.	Daily
Council Operations team members	Email, phone, in-person	Regular communications about scheduling and meeting logistics. Ensure the team has general needs met.	Daily
Chair and/or Vice Chars of assigned Council Committees	Email, phone, in-person	Regular communications about scheduling and interactions with council operations manager. Ensure committee chairs have general needs met and questions answered.	Weekly
Mayor's Admin Support Specialist and other Mayor's Office staff	Email, phone, in-person	Coordinate on scheduling and shared meeting logistics as needed.	Weekly
City Administrator and their staff	Email, phone, in-person	Coordinate on scheduling and shared meeting logistics as needed.	Weekly
Council Clerk and their staff	Email, phone, in-person	Coordinate on scheduling and shared meeting logistics as needed. Help ensure the council clerk has all the information and support they need to fulfill their duties.	Weekly
City Attorney's Office	Email, phone, in-person	Coordinate on scheduling and shared meeting logistics as needed.	Weekly

## Council District Administrative Specialist

### Position Overview

The Administrative Specialists for each Council district are responsible for providing a variety of complex, diverse, and confidential administrative and support services in support of the programs and projects of the councilors representing that district. Responsibilities are broad in scope,

allowing administrative discretion, and are evaluated in terms of timeliness, attention to detail, and quality.

Under the general supervision of the council operations manager, the position requires communication with all offices, bureaus, divisions, as well as the City councilors' offices, Mayor's office, other elected officials, representatives of industry and professional groups, community members, and the media on complex and sensitive matters. The position is responsible for maintaining the schedules of the councilors elected to the district, and maintaining the schedules of the councilors elected to the district, screening and responding to requests from community organizations for individuals, creating and maintaining program documents and forms, performing project research and preparation of narrative and technical documents and materials within the scope of the work of the councilors within the district, and maintaining various databases, spreadsheets, and files. The Administrative Specialist may also assist or act as back up to Administrative Specialists for other city council districts or for the Council Operations team members when necessary.

## Description of Duties

% OF TIME	MAJOR/ESSENTIAL JOB DUTIES	FREQUENCY
25%	<b>DUTY 1: Confidential Administrative Support</b> Provides confidential administrative support to one city council district; types and/or draft memoranda, correspondence, reports, contracts, proclamations, agreements, forms, and technical reports; tracks and processes contracts and documents requiring councilor signature; ensures materials, reports, and documents for signature are accurate and complete; assists in coordinating approval processes for contracts or procurements; processes routing correspondence, forms and records, develops, services and maintains office documents; communicates and explains office policies and procedures to councilors or staff; attends meetings and prepares written or oral agendas, minutes, or summaries. Supports councilors to ensure performance evaluations are completed on time and in alignment with HR best practices, assists with managing hiring processes and decisions.	Daily
25%	<b>DUTY 2: Maintains Calendar for All Councilors in the District</b> Maintains the calendars for the three elected councilors elected to the district; processes requests for the counselor's time form elected officials, staff, bureaus, and the public; coordinates, arranges and confirms meetings; prepares councilors' calendars for internal or external distribution; tracks council meeting or council committee commitments; communicates with staff and elected officials regarding scheduled meetings and events; produces schedules of meetings and events; oversees staff and volunteer schedules.	Daily
20%	<b>DUTY 3: Office Administration</b> Attends to a variety of office administrative details; creates and maintains confidential, subject and project files; develops and monitors databases; coordinates mass mailings; makes travel arrangements and tracks travel documents. May act for and represent the councilor(s) at internal office and or other City meetings in their absence; acts as back up to other council district	Weekly

	administrative specialists or the council operations administrative specialist in their absence.	
20%	<b>DUTY 4: Constituent Services</b> Works with 311 as needed to receive, screens, and routes visitors and telephone calls, providing information and handling issues that may require sensitivity and the use of sound, independent judgement; conducts research, responses to requests for information and complaints form constituents, refers the request or complaint to appropriate staff; receives, date-stamps, logs and distributes incoming correspondence and faxes; prepares outstanding mail log reports; prepares letters to confirm receipt of constituent inquiries, complaints, and concerns; may serve as contact for constituents; prepares written responses and newsletters.	Daily
10%	<b>DUTY 5: Miscellaneous Administrative Duties</b> Assists and participates in the development of annual budgets; monitors and helps process budget expenditures and quarterly reports; coordinates with staff from Human Resources or Business Operations, including the timekeeper for council operations staff, BTS phone coordinator, facilities coordinator, building access coordinator, and the Success Factors administrator.	Monthly
100%	<b>SUM OF ESSENTIAL DUTIES</b>	

## Work Contacts

CONTACT	HOW	PURPOSE	HOW OFTEN
Council Operations Manager	Email, phone, in-person	The council operations manager can provide advice when needed, reviews performance, and helps connect the position to needed resources or professional development.	Weekly
Assigned District Councilors	Email, phone, in-person	Ensures the assigned councilors have their scheduling and administrative needs met. Communicate about constituent relations work.	Daily
Council Operations team members	Email, phone, in-person	Regular communications about scheduling and meeting logistics.	Daily
Mayor's Admin Support Specialist and other Mayor's Office staff	Email, phone, in-person	Coordinate on scheduling and shared meeting logistics as needed.	Weekly
City Administrator and their staff	Email, phone, in-person	Coordinate on scheduling and shared meeting logistics as needed.	Daily