



OFFICE OF THE CITY COUNCIL/MAYOR SPECIAL PROJECTS

Job title	<i>Council Aide</i>
Salary Range	<i>Set by Elected Official</i>
Reports to	<i>Council Member</i>

“This is a position being hired by District 3 City Council Member Rebecca J. Viagran Assistants are not City Employees, but are employees of the Mayor or the individual Councilmember. These Assistants answer only to the Mayor or Councilmember by whom they are employed, and represent only the respective Mayor or Councilmember’s point of view in serving constituents.”

Job purpose

- Under general direction from the Elected Official, performs a variety of professional duties involved in the coordination of activities for the District with city departments and external organizations. Provide information and assistance to the public. Will work closely with individuals, advocacy groups and other associations to provide information or referrals for City services.

Duties and responsibilities

- Work directly with the Citizens of San Antonio on a daily basis
- Serves in assisting meeting constituency needs within the parameters of City’s policies and procedures.
- Serves as a professional staff to support project related activities for the Council District.
- Serves as the project manager for special projects or new development initiatives which are highly visible with active community or education involvement.
- Develops and implements new programs and resolutions to issues.
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and works cooperatively and jointly to provide quality customer services.
- Assists in facilitating meetings and events for the District.
- May attend meetings with City Council, City staff, neighborhood associations, other community groups or individuals and organizations as required. To include some evening and weekend work.
- Performs related duties and fulfills responsibilities as required.

Preferred Qualifications

Preferred Qualifications include:



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- Bachelor's Degree from an accredited college or university with major coursework in Political Science, Public Administration, Business Administration, Communications and Public Health.
- Two (2) years of increasingly responsible administrative, customer service, problem solving.
- Or combination of education and experience.

Knowledge, Skills & Abilities

- Ability to learn city services, programs, codes and ordinances.
- Ability to learn and apply policies and procedures utilized in handling complaints.
- Skill in utilizing a personal computer for emails, research, flyers, newsletters
- 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 with those contacted in the course of work.
- Ability to develop clear and concise reports.
- Experience with Constant Contact a plus.

Work Location/Hours

Work Location:

City Hall – 4 th Floor	District 3 Field Office
100 Military Plaza	3319 Sidney Brooks, Bldg.510
San Antonio, TX 78205	San Antonio, TX 78235

Work Hours:

9:00 a.m. – 5:00 p.m.

*Some evenings and weekends

Application Instructions:

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

Christopher Callanen

Assistant to City Council

Email: Christopher.Callanen@sanantonio.gov