Special Projects Manager

Reports to: City Manager
Department: Administration
Grade: E3
FLSA Status: Exempt
Supervisory: No

Summary: Under the general direction of the City Manager, performs project coordination, administrative, analytical, and organizational work. Serves as a flexible resource to City Administration and departments, including operational, infrastructure, community development, administrative, and service-delivery functions.

The position supports the implementation and advancement of City strategic priorities, organizational initiatives, and other priorities identified by City Administration. Works collaboratively with City staff, contractors, consultants, vendors, community organizations, businesses, and other stakeholders to gather information, coordinate activities, monitor progress, identify issues, and support the successful implementation of projects and initiatives. Assignments may vary based on organizational priorities and may include capital projects, facilities, operational initiatives, community engagement, process improvement, special events, or other City priorities.

The position requires the ability to work across departments and subject areas, learn new information quickly, manage multiple priorities, and adapt to changing organizational needs. The position does not exercise direct supervisory authority.

Examples of Duties: This list may not include all tasks and/or knowledge which may be expected of the employee, nor does it cover all specific duties which may be required. Other duties may be assigned.

- Lead and coordinate assigned projects and initiatives from planning through implementation and completion.
- Analyze complex or cross-departmental issues and develop recommendations, alternatives, and implementation strategies for consideration by City Administration and department leadership.
- Develop project schedules, establish timelines, track milestones, coordinate meetings, and monitor follow-up activities.
- Work collaboratively with City departments, contractors, consultants, vendors, community partners, businesses, and other stakeholders to advance assigned projects.
- Gather, organize, and analyze information necessary to support project planning, decision-making, and implementation.
- Conduct site visits, field reviews, meetings, and other activities necessary to monitor project progress, gather information, document conditions, and facilitate communication.
- Prepare project updates, reports, presentations, correspondence, agendas, meeting materials, and other documentation.
- Assist departments with the planning, coordination, and implementation of projects and operational initiatives.
- Support projects involving City facilities, infrastructure, public spaces, programs, services, events, and other municipal activities.
- Assist with coordination among departments when projects or initiatives involve multiple areas of City operations.

- Supports the administration and coordination of municipal boards, commissions, and advisory bodies, including meeting preparation, agenda development, communications, records, and follow-up on action items and recommendations.
- Help facilitate communication and collaboration among internal and external stakeholders.
- Develop and maintain positive, professional working relationships with City employees, department leaders, contractors, consultants, businesses, community organizations, and other stakeholders.
- Participate in meetings, community activities, site visits, public events, and other activities as appropriate to assigned projects.
- Gather feedback from internal and external stakeholders and communicate relevant information, concerns, ideas, and opportunities to City Administration.
- Assist with reviewing, documenting, and improving administrative and operational processes.
- Identify opportunities to improve coordination, communication, efficiency, accountability, and service delivery.
- Assist departments in developing practical recommendations and implementing approved improvements.
- Support the use of continuous improvement, project management, performance tracking, organizational planning, and other tools to effectively manage assigned work.
- Assist with project budgets, purchasing, contracts, invoices, grants, and other related administrative and financial processes.
- Track project expenditures, schedules, deliverables, documentation, and other administrative requirements.
- Research municipal practices, regulations, operational information, and other relevant topics to support assigned projects and initiatives.
- Maintain accurate and organized project records and documentation.
- Assist with grant applications, reports, presentations, public information materials, and other written or visual communications.
- Represent the City in a professional, responsive, and service-oriented manner when interacting with internal and external stakeholders.
- Manage multiple projects, assignments, and competing priorities while meeting established deadlines.
- Exercise sound judgment, discretion, initiative, and professionalism in carrying out assigned responsibilities.
- Perform special projects, research, analysis, and other assignments as directed by the City Manager.

General Skill Levels:

Knowledge of:

- Principles and practices of project coordination and project management.
- Municipal government operations and administrative practices.
- General principles of budgeting, purchasing, contracting, and financial administration.
- Organizational planning, process improvement, and operational coordination.
- Community engagement, stakeholder relations, and effective communication practices.
- Research, data collection, analysis, documentation, and report preparation.
- Microsoft Office and related software applications.
- Applicable laws, regulations, policies, and procedures related to municipal operations.

Ability to:

- Build consensus and advance projects through influence, collaboration, and effective communication without direct supervisory authority.

- Support the implementation and advancement of City strategic priorities, organizational initiatives, and other priorities identified by City Administration.
- Coordinate multiple projects involving different departments, organizations, and stakeholders.
- Establish priorities, organize work, monitor deadlines, and follow projects through to completion.
- Learn unfamiliar subject areas and apply new information effectively to assigned projects.
- Gather, analyze, and synthesize information and translate it into practical recommendations and actions.
- Establish and maintain effective working relationships with employees, supervisors, department leaders, contractors, consultants, businesses, community organizations, and other stakeholders.
- Facilitate meetings, discussions, and collaborative problem-solving.
- Communicate clearly and effectively with diverse audiences, both verbally and in writing.
- Prepare clear, concise, and professional reports, presentations, correspondence, and other materials.
- Exercise independent judgment and initiative while recognizing when issues require management direction.
- Work effectively in both office and field environments.
- Adapt to changing priorities and organizational needs.
- Handle confidential, sensitive, or complex information with appropriate discretion.
- Represent the City in a professional, responsive, and service-oriented manner.

Education and Experience:

Required:

- Bachelor's degree in public administration, business administration, parks and recreation management, project management, organizational management, communications, or a related field.
- Five (5) years of progressively responsible experience in project management, municipal government, public administration, business or organizational operations, parks and recreation management, community engagement, or a related field.
- Experience coordinating projects, working across organizational departments, managing stakeholder relationships, supporting operational initiatives, or assisting with process improvements is preferred.
- Equivalent combinations of education and experience may be considered.

Certificates and Licenses:

- Valid Illinois Driver's License required.

Physical Requirements and Working Conditions: Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

- Work is performed in both office and field environments and may require travel to City facilities, project locations, community locations, and other work sites. The position may occasionally be exposed to outdoor weather conditions, construction areas, dust, moisture, noise, uneven terrain, and other conditions associated with field activities. Work may occasionally occur outside normal business hours to attend meetings, community events, project activities, or other City functions.

Equal Employment Opportunity

We value diversity and the many contributions that are made to our City by people from all walks of life. Therefore, it is our policy not to discriminate against any employee or applicant for employment because of race, color, religion, age, sex, sexual orientation, national origin, disability or any other attribute or characteristic protected by law.

ADAAA

It is the policy of the City to comply with all federal and state laws concerning employment of persons with disabilities and act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, it is the policy of the City not to discriminate against qualified individuals with disabilities in regard to application procedure, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment. Employees shall make requests to Human Resources for reasonable accommodations.