

# CITY OF SAN JOSE

## DEPUTY CITY MANAGER



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City of San Jose, CA



## THE OPPORTUNITY

A national search is underway to attract a strategic, engaging, and seasoned local government executive to serve as the City of San Jose's next Deputy City Manager. This is an incredible opportunity for a collaborative leader who will assist the City Manager in providing effective and efficient administrative direction to and coordination among city departments in their service delivery, developing new service and policy frameworks, resolving complex problems, and improving multiagency planning, public policy development, and services to the community.

## THE CITY OF SAN JOSE

Known as the "Capital of Silicon Valley," the City of San José plays a vital economic and cultural role anchoring the world's leading region of innovation. Encompassing approximately 181 square miles at the southern tip of the San Francisco Bay, San José is Northern California's largest city and the 13<sup>th</sup> largest city in the nation. With nearly one million residents, San José is one of the most diverse large cities in the United States. San José's transformation into a global innovation center has resulted in one of the largest concentrations of technology companies and expertise in the world, including major tech headquarters like Cisco, Adobe, Zoom, Samsung, and eBay, as well as start-ups and advanced manufacturing. The City of San José has twice been named "The Most Innovative Large City in America" by the Center for Digital Government.

San José's quality of life is unsurpassed. Surrounded by the Diablo and Santa Cruz mountain ranges and enjoying an average of 300 days of sunshine a year, residents have easy access to the beaches along the California coast, including Santa Cruz, Monterey, and Carmel; Yosemite and Lake Tahoe in the Sierra Nevada; local and Napa Valley wine country; and the rich cultural and recreational life of the entire Bay region. San José has received accolades for its vibrant neighborhoods, healthy lifestyle, and diverse attractions from national media, including Business Week and Money magazines. For more information about the unparalleled quality of life in San José, please visit <https://www.sjeconomy.com/why-san-jose>.

In 2011, the City adopted *Envision San José 2040*, a long-term growth plan that sets forth a vision and a comprehensive road map to guide the City's anticipated growth through the year 2040. The Plan embodies the City's "more urban future," proactively directs significant anticipated growth in new homes and workplaces into transit-accessible, infill growth areas and supports evolution toward a more urban landscape and lifestyle. The San José area is powered by one of America's most highly educated and productive populations. More than 40% of the workforce has a bachelor's degree or higher, compared with 25% nationally. Forty percent of San José residents are foreign-born, and 50% speak a language other than English at home. San José is proud of its rich cultural diversity and global connections, as well as the essential role the city plays in connecting residents and businesses to the nation and the world.

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## THE CITY GOVERNMENT

The City of San José is a full-service Charter City and operates under a hybrid Council-Manager form of government. The City Council is comprised of 10 Council Members elected by district and a Mayor elected at-large. The City Manager, who reports to the Council, and her executive team provide strategic leadership that supports the policy-making role of the Mayor and the City Council and motivates and challenges the organization to deliver high-quality services that meet the community's needs. The City actively engages with the community through Council-appointed boards and commissions.



In addition to providing a full range of municipal services, including police and fire, San José operates an international airport, a municipal water system, a regional wastewater treatment facility, over 200 neighborhood and regional parks, and a library system with 24 branches. The City also oversees convention, cultural, and hospitality facilities, including the San José McEnery Convention Center, Center for the Performing Arts, California Theater, Mexican Heritage Plaza, and the SAP Center at San José –home of the National Hockey League's San Jose Sharks.

City operations are supported by 7,040 full-time equivalent positions and a total budget of \$6.1 billion for the 2023-2024 fiscal year. San José is dedicated to maintaining the highest fiscal integrity and earning high credit ratings to ensure the consistent delivery of quality services to the community. Extensive information regarding San José can be found on the City's website at [www.sanjoseca.gov](http://www.sanjoseca.gov).



## THE OFFICE OF THE CITY MANAGER

The Office of the City Manager provides strategic leadership that supports the Mayor and City Council in making public policy decisions and ensures the organization delivers cost-effective services that meet the needs of our community with the highest standards of quality and customer service. The City Manager's Office also serves to guide fiscal and change management, the building and development of our workforce, and the development of long-term, data-driven strategies to invest in the City's future. The City Manager is supported by an Assistant City Manager and five Deputy City Manager positions.

The City Council has identified the following four focus areas, while the City Manager has directed an additional five focus areas aimed at ensuring organizational health and improving service delivery to the community:

### City Council Focus Areas

**Increasing Community Safety.** Enhance public safety through responsive services, preventative measures, and community engagement to safeguard life, property, and the environment. Key programs include field patrol, crime prevention, youth intervention services, and Vision Zero traffic safety.

**Reducing Unsheltered Homelessness.** Implement comprehensive strategies and supportive services to decrease the number of individuals experiencing homelessness and improve quality of life. Key programs include homelessness prevention, outreach, case management, interim housing construction and operations, and homelessness concerns.

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**Cleaning Up Our Neighborhoods.** Clean and maintain the City's shared spaces and resources through proactive and community-driven blight reduction, beautification, and code enforcement services. Key programs include illegal dumping, anti-graffiti, encampment trash services, community code enforcement, and SJ311.

**Attracting Investment in Jobs and Housing.** Catalyze the City's growth to encourage a strong economy, robust housing, healthy neighborhoods, and vibrant downtown. Key programs include planning and permitting, development services, business outreach and assistance, and business district management.

## City Manager Foundational Strategic Support Focus Areas

**Delivering Excellent Customer Service.** Ensure reliable, empathetic, and solutions-oriented customer service to meet the needs and expectations of customers as they access and navigate City services. Key programs include citywide Customer Relationship Management system implementation, customer service network, and mandatory customer service training.

**Closing Racial Inequities.** Implement policies and programs to eliminate racial disparities and foster an inclusive, equitable community for all people to thrive. Key programs include budgeting for equity, racial equity action plans, and mandatory racial equity training.

**Structurally Balancing the General Fund.** Ensure long-term financial stability by aligning revenues and expenditures to sustainably balance the City's budget on an ongoing basis consistent with City Council and community priorities.

**Driving Organizational Performance.** Deliver equitable community outcomes, effective program performance, and efficient operations through continuous improvement, transparency, and accountability. Key programs include City Service Area performance updates, Focus Area dashboards, and community indicator disaggregation.

**Making San José a Great Place to Work.** Cultivate a supportive and dynamic work environment that attracts, retains, and grows talented and motivated employees. Key programs include hiring and retention, recruitment process modernization, and workforce learning and development.

## THE POSITION

The position of Deputy City Manager serves as a key advisor to the City Manager regarding matters related to the administration of the City and assists in the formulation and execution of complex policies and programs to fulfill the goals and objectives of the organization. The position will be responsible for a portfolio of departments related to one or more City Service Areas to assist the City Manager in coordinating, engaging, and monitoring departments, carrying out City Council policy direction, and ensuring service delivery goals. The position will also be the executive sponsor for one or more of the City's focus areas, ensuring appropriate attention and coordination to make significant accomplishments toward these priorities. The position will represent the City Manager in various intergovernmental and community activities and meetings, including coordinating the work of one or more standing City Council Committees to provide the City Council with information and recommendations for matters under consideration.



While candidates may be generalists, the City Manager's Office is seeking an experienced public administrator who would strengthen its expertise and bandwidth in the areas of public safety (i.e., fire and police) and strategic support (e.g., human resources, information technology, etc.) services, cross-agency and interdepartmental collaboration, as well as delivery and alignment of policies and programs that have shared service delivery methods

## THE IDEAL CANDIDATE

The City of San José is seeking an experienced and passionate municipal executive and proven leader who:

- Enjoys working in a fast-paced, high-profile, and progressive environment supported by collaboration, transparency, and ethics at the highest level.
- Is highly resourceful and organized toward meeting job objectives, anticipates problems, is proactive, avoids difficulties by planning ahead, and displays a willingness to assume extra responsibilities, special projects, and challenges.
- Can provide professional expertise and support to the City Manager in formulating, interpreting, and applying public policy in many areas, especially in public safety and strategic support services.
- Can identify, provide focus and policy guidance, and monitor performance on our City Council Focus Areas, City Manager Foundational Focus Areas, and other key priorities that align with broader organizational and community-wide dynamics, needs, and issues.
- Has extensive experience and the tenacity to work through complex, large-scale, long-term, and often difficult issues and projects, provide sound advice and consultation to departmental leadership, and demonstrate a positive achievement record through working with internal and external stakeholders to achieve City goals.
- Can make strategic connections, fill the gaps, and otherwise facilitate communication, understanding, and problem-solving in community, political, and organizational contexts while being creative, detail-oriented, and highly accountable.
- Is skilled at collaborating and communicating effectively with all levels of the organization and all elements of the community in a straightforward and equitable basis, with sensitivity to and respect for diverse organizational and community cultures.
- Can provide leadership, appreciation, and advocacy for innovation and technology to enhance organizational effectiveness to ensure the City serves the community to its best ability.
- Is committed to equity and inclusion, including the use of racial and social equity tools for administrative and policy work.
- Is politically astute, capable of mediating professional staff concerns and political interests, and comfortable with significant and regular interaction with the Mayor and City Council members.
- Excels at sharing information verbally and in writing, clarifying decision points, and serving as an early warning system, while retaining a broad, big-picture perspective and understanding the impact decisions can make on the City's overall well-being and goals.
- Is proficient at developing messages for different audiences, assists Departments in telling their "stories" in meaningful and compelling ways, and achieves overall organizational communications consistency for quality, effectiveness, and perspective.

## EDUCATION AND EXPERIENCE

**Education:** A Bachelor's Degree from an accredited college or university in public administration, business, engineering, or related field. A Master's Degree is preferred.

### **Experience:**

- Ten years of progressively responsible professional experience demonstrating proficiency at the management, policymaking, and execution levels of a public and/or corporate organization responsible for a complex range of programs is required, including at least five years at an executive leadership level.
- **While candidates may be generalists, the City Manager's Office is seeking a candidate who can strengthen its expertise and bandwidth in the areas of public safety (i.e., fire and police) and strategic support (e.g., human resources, information technology, etc.) services, cross-agency and interdepartmental collaboration, and delivery of and alignment of policy and programs that have shared service delivery methods.**

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## COMPENSATION

The annual salary range for this position is **up to \$342,687**. In addition to the abovementioned compensation, this position receives an approximate five percent (5%) ongoing non-pensionable compensation. The final candidate's qualifications and experience will determine the actual salary. For more information on employee benefits, visit the City's [Human Resources Benefits website](#).

## RECRUITMENT PROCESS

Please apply **on-line** by **June 28, 2024** at:

<https://www.governmentjobs.com/careers/sanjoseca/jobs/4546085/deputy-city-manager-unclassified?keywords=Deputy%20City&pagetype=jobOpportunitiesJobs>

Please also submit thoughtful responses to the following questions:

1. Please describe your current or most recent position and responsibilities and tell us how your career has prepared you to be a Deputy City Manager for the City of San José. In addition, please describe your experience and leadership in the areas we are looking to strengthen our expertise and bandwidth, specifically public safety and strategic support services, cross-agency and interdepartmental collaboration, and delivery and alignment of policies and programs that have shared service delivery methods.
2. A complex organization like the City of San José has many competing priorities and tight deadlines. What methods do you use to ensure deadlines are met, and how do you check for quality and accuracy in your work and the work you oversee?
3. San José is a major U.S. city, and with it comes big city challenges that cross organizational boundaries and require policy- and operational-level collaboration and deep coordination across many external agencies. What are the critical elements of facilitating this type of work? Provide complex/rich examples from your past work.
4. This position requires frequent interaction with members of the public, community, and business groups, as well as elected and appointed officials. Briefly describe a controversial or sensitive project you were involved in, your role, and how you interacted with interested parties. Please explain how you established credibility with the parties involved and how that helped the outcome of the project.

For questions and inquiries, please contact: Sarah Steele at (408) 535-8158 or [sarah.steele@sanjoseca.gov](mailto:sarah.steele@sanjoseca.gov).

*@The City of San José is an equal opportunity employer.*

