

City of New Orleans
Chief Administrative Officer

BACKGROUND

New Orleans is one of the world's most fascinating cities – it's home to a truly unique melting pot of culture, food and music. The city was named after the well-known Duke of Orleans, and it is famous all around the world for its distinct and unique architectural style that encompasses French and Spanish elements. Situated on a bend of the Mississippi River 100 miles from its mouth, New Orleans has been the chief city of Louisiana and the Gulf of Mexico's busiest northern port since the early 1700s. Founded by the French, ruled for 40 years by the Spanish and bought by the United States in the 1803 Louisiana Purchase, New Orleans is known for its distinct Creole culture and vibrant history. Significant battles of the War of 1812 and the Civil War were fought over the city.

The U.S. Census Bureau estimated the population of New Orleans to be 391,495 in 2017. The 2018 adopted operating budget for the City is \$647M and the capital budget is \$691M.

GENERAL DESCRIPTION

The City of New Orleans is seeking a collaborative, innovative and creative executive with strong project management skills for our next Chief Administrative Officer. Under the general direction of the Mayor, the CAO will plan and direct the activities and operations of the Office of Chief Administrative Officer; serve as the Mayor's senior advisor on the budget and revenue and expenditure forecasts of funds; manage and oversee the effective and efficient fiscal and day-to-day operations of City government in accordance with best practices and policies established by the City Council, City, state and Federal laws, regulations and guidelines; and implement effective and innovative strategies that will drive results for the implementation of City and departmental goals, objectives, policies and priorities.

KEY RESPONSIBILITIES

Essential duties and responsibilities

The Chief Administrative Officer shall:

- Supervise the heads of all departments, except the Departments of Law and City Civil Service. The Mayor may from time to time by written notice relieve the Chief Administrative Officer of the responsibility of supervising the heads of one or more departments, except the Departments of Finance and Property Management, for such portions of time as the Mayor may designate. Should the Mayor remove a department head from the supervisory authority of the Chief Administrative Officer, the Mayor shall immediately assume full responsibility for the supervision of such department head.
- Appoint or remove, with the approval of the Mayor, the heads of all departments, except those whose appointment or removal is otherwise provided for by the Charter or applicable State law.
- Give general oversight to the Departments of Law, City Civil Service and the City Planning Commission for the purpose of coordinating their activities with those of other agencies of the City and develop measures to promote cooperation and coordination in the delivery of services and the carrying out of functions and activities by unattached boards and other municipal public bodies with those of other agencies of city government.
- Keep the Mayor advised concerning the activities and policies of all offices, departments and boards, make or cause to be made investigations and studies of the internal organization and procedures of any office, department or board, and require such reports from any of them as are deemed necessary.
- Prescribe accepted standards of administrative practice to be followed by all offices, departments and boards.
- Prepare the annual operating and capital budgets, and supervise the execution of the budget ordinances.
- Make information available to the Mayor, the Council, and the public concerning the current status of the financial affairs of the City and all offices, departments and boards receiving appropriations from the City.

- Attend meetings of any board or committee of which the Mayor is a member when requested by the Mayor, and participate in the discussion and deliberations of such board or committee, including the authority to introduce any motion or resolution or vote thereon when the Mayor is not also in attendance.
- Attend meetings of the Council at its request and make available such information as it may require.
- Perform all other duties required by the Charter or assigned in writing by the Mayor.

Additional Responsibilities

- Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and directs the implementation of changes.
- Represents the City and meets and confers with citizens, business entities, elected officials and outside agencies to discuss City policies, procedures and remedy problems and resolve inquires and complaints from both internal and external sources; and negotiates and resolves sensitive, significant and controversial issues.
- Manages the development and implementation of City/departmental goals, objectives, policies and priorities within City policy, appropriate service and staffing levels and allocates resources accordingly.
- Assesses and monitors work load, administrative and support systems, and internal reporting relationships; identify opportunities for improvement; direct and implement changes.
- Stays abreast of new trends and innovation in the field of public management and administration.
- Advises the Mayor and City Council on matters of policy.
- Developments and evaluates programs and policies for implementation of departmental and City needs and goals.
- Reviews and analyzes reports, legislation, court cases and related matters and directs or personally conducts studies, research and investigation on a wide variety of administrative and technical areas.
- Respond to and resolve difficult and sensitive citizen inquiries and complaints.
- Perform other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Knowledge of operational characteristics, services and activities of municipal administration and organization.
- Knowledge of modern policies and practices of public administration; working knowledge of municipal finance, infrastructure and public works, public safety, community development, human resources, economic development and airport.
- Knowledge of and skill in advanced principles and practices used in municipal budget preparation and administration.
- Skill in preparing and administering municipal budgets and programs.
- Knowledge of pertinent Federal, State and local laws, ordinances, statutes and regulations.
- Ability to develop, implement and administer goals, objectives and procedures for providing effective and efficient services for the City.
- Ability to analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendation in support of established goals.
- Ability to identify and respond to community and City Council issues, concerns and needs.
- Ability to communicate effectively with diverse groups of individuals using tact and diplomacy.
- Management skills to analyze programs, policies and operational needs.
- Principles and practices of program management, development and administration.
- Principles and practices of municipal budget preparation and administration.
- Principles of supervision, training and performance evaluations.

Ability to:

- Plan, organize, direct and coordinate the work of lower level staff.
- Select, supervise, train and evaluate staff.
- Delegate authority and responsibility.
- Lead and direct the operations, services and activities of the Chief Administrative Office.
- Identify and respond to community issues, concerns and needs.
- Develop and administer goals, objectives and procedures.
- Prepare clear and concise administrative and financial reports.
- Prepare and administer large and complex budgets.
- Research, analyze and evaluate new service delivery methods, procedures and techniques.
- Interpret and apply Federal, State and local policies, procedures, laws and regulations.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Follow all safety rules and regulations of the department to which assigned.

Experience:

5 years of experience as Chief Administrative Office, Deputy Chief Administrative Officer, City Manager, Assistant City Manager and/or executive experience; or an equivalent combination of education and experience.

Training:

Bachelor’s degree in public administration, political science, business management or a closely related field from an accredited college or university.

Master’s Degree in Public Administration, preferred, but not required

Residency Requirement

Must establish permanent residence within the incorporated boundaries of the City of New Orleans within the ninety (90) after date of employment.

License or Certificate

Possession of, or ability to obtain, an appropriate, a valid driver's license or State-issued identification card.

OFFERS OF EMPLOYMENT

Prior to appointment, we will verify education, driver’s license and/or professional licenses/certifications claimed by the applicant to qualify for the position. If selected for hire, applicants must provide original documents of their qualifying credentials to the Forward Together New Orleans recruitment team prior to onboarding with the City of New Orleans.

Offers of employment are required to be withdrawn for applicants who are found to have misrepresented their credentials during the application process.

