



# DEPUTY CITY MANAGER

City of **San José**, California

Recruitment Services Provided By







## 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 José

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 13th 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.



# 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 City 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 7,000 full-time equivalent positions and a total budget of \$6.1 billion for the 2024-2025 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).

**\$6.1B**  
Operating Budget

**7,000 FTE**  
Employees







# 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 foundational strategic support 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 safety 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.
- **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.



# The Office of the City Manager

## 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 and Social Inequities** - Implement policies and programs to eliminate racial and social disparities and foster an inclusive, equitable community for all people to thrive. Key programs include budgeting for equity, racial and social equity action plans, and mandatory racial and social 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 in service of the City's mission.
- **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 Area(s) to assist the City Manager in coordinating, engaging, and monitoring departments, carrying out City Council policy direction, and ensuring service delivery goals. The position may be the executive sponsor or support 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.





# 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 of the highest level.
  - Experience with agile methodologies and scrum planning to manage projects effectively in dynamic environments.
  - 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 utility business functions and major/capital infrastructure project delivery services.
  - Can provide focus, policy guidance, and monitor performance for our City Council Focus Areas, City Manager Foundational Focus Areas, and other key City Service Area 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 on a straightforward and equitable basis, with sensitivity to and respect for diverse organizational and community cultures.
  - Proven ability to build cross-departmental teams that can drive delivery at scale,
  - 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 using 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 Councilmembers.
  - 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 & Experience

The following are the minimum qualifications for the Deputy City Manager position:

**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 City's utility business functions and in the areas of major capital/infrastructure project delivery, cross-agency, and interdepartmental collaboration to operationalize complex policy direction and delivery and align policy and programs that have shared service delivery methods.



# Salary & Benefits

The annual salary range for this position is up to **\$359,958.46**. 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](#).





# Application & Selection Process

Interested and qualified candidates are encouraged to apply online by **Friday, January 31, 2025**.

**APPLY HERE**

This recruitment will be handled with strict confidentiality. References will not be contacted until mutual interest has been established.

**CONFIDENTIAL INQUIRIES ARE WELCOMED TO:**

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*The City of San José is an Equal Opportunity Employer.*