



## The Expectations of the Organization

Expectation	Description
Strive to be an "open book" organization for its employees.	"Open Book" means that all critical, not confidential, operational and financial information concerning the City will be available and shared as needed to employees.
Executive Management Team is committed to the developing, retaining and empowering employees.	Employee development and involvement is a high priority for the Executive Leadership Team.
Continuously improve technology for internal and external services.	Continuous technology improvements are essential for the City to meet expectations of its customers.
Support the Governance Relations System Model.	Commitment for the City Council and City Manager to work collaboratively on continuously improving their Governance Relations.
Continuously improve internal processes and procedures.	Continuous internal process improvement is essential for efficiency and effectiveness of the City.
Be good stewards of the public's money and trust.	Ensure processes, procedures and practices are in place to meet this commitment
Focus on developing a learning organization.	Commitment to provide training for employees to ensure that the City continues to have talented and well-trained employees providing leadership and operational response readiness.
Innovation	Employees are empowered to consider unique options along with industry inspired alternatives to solving problems and enhancing service delivery.
Transparency	Citizens will have access to key financial and operational information.



## The Performance Expectations of the City Manager

Expectation	Description
<b>Assist the City Council with their policy-making role.</b>	Ensure that information is detailed, reliable and explained in a thorough manner. Include alternatives and recommendations.
<b>Any written information provided to one City Council Member will be provided to all members.</b>	Information shared with one City Council Member must be sent to all members.
<b>Plan ahead, anticipate needs and recognize potential problems. Ensuring attention to detail to avoid error or things "slipping through the cracks".</b>	Seek input to ensure future plans are achievable and proactively communicate possible shortcomings and collaborate with the Council when necessary.
<b>Implement City Council's policy regarding expenditures through the use of standard financial management procedures.</b>	Ensures that key information is shared with the Council and that the Council's intent is followed.
<b>Budget recommendations will provide rationale and alternatives for Council consideration.</b>	Ensures that the City Council understands the basis for budget requests and how decisions were made in the final recommendations.
<b>Respect the decisions of the City Council.</b>	Implement Council's policies by accurately interpreting direction given by the Council, carrying out their directives as a whole and supporting the actions of the Council after a decision has been made.
<b>Practice "collaborative leadership".</b>	Strive to ensure that your leadership is inclusive and not exclusive. Involve citizens, employees and other stakeholders and partners where appropriate.
<b>Foster teamwork and high performing organizational characteristics.</b>	Guide people as a team toward common objectives; select qualified and highly competent members of the Leadership Team to implement through the organization.



### **Recognize citizens are our customers**

The Council expects that the public will be treated equitably, with dignity and respect. Assist the Council by resolving problems at administrative levels and not through City Council action. Value community perceptions and understand that customer satisfaction is important.

### **Agenda material**

Staff will provide concise, accurate and meaningful agenda material, in a consistent format, for the Council's review to include the timely delivery of written/electronic materials.

### **Communicate effectively**

Provide information to the public in a timely fashion on matters, which will cause public reaction. Be candid and forthright in discussing City business matters with the Council through various methods that include one on one meetings with Council members. Be assessable to Council members.

### **Proactive Management Style**

Show initiative and creativity in dealing with issues, problems and unusual situations while remaining open to new ideas and suggestions for change. Be adaptive to the changing expectations of local government and the impacts of state and national conditions.

### **Effective Leadership**

Be visible and enthusiastic. Command respect and performance from the Leadership Team while providing the tools necessary for effective service delivery. Support a positive work culture at all times.

### **No Operational Surprises**

Staff will keep the City Council informed on all critical operational issues.



## Expectations Among the Governing Board

Expectation	Description
Value members' opinions.	You can disagree with each other but provide the space for each member of the City Council to express their opinion.
Do your homework.	Before the meeting, read information sent by staff to be informed and prepared for discussion. If a meeting is missed, become informed of the decisions made or the information shared.
No surprises at meeting for staff.	If possible, contact staff prior to the meeting when you have a critical question that requires research. Non-agenda items should be directed to the City Manager.
Disagree with the vote, but do not undermine the will of the Council.	You can disagree with a vote and express your viewpoint on why you did not support an item but understand that the Council has voted for the item and you are responsible, as a Council Member, for its successful implementation.
Practice civility.	As the elected representatives we will strive to be a model for our community and the region on how an elected body should work together for the public good.
No public criticism of staff at meetings.	No Council Member will criticize City staff at a public meeting. They can discuss their concerns with the City Manager privately.
No operational interference.	City Council Members will not direct the work of staff. If they have issues or questions related to operations, they will be directed to the City Manager or Designee.
Focus on outcomes, not positions.	Before taking a position review the outcomes, potential benefits/results and relationship to policy or issue first.



**Respect Role of Staff**

Recognize and respect the role of staff to serve the community and its citizens.

## Expectations for Customer Service/Civic Engagement

Expectation	Description
Timely responses	Staff will strive to provide timely responses to citizens that are easily understood.
Civic engagement	Opportunities to increase citizen engagement with the City on a social and formal basis will be a priority.
Educate citizens on services	Staff will continuously develop strategies and systems to educate citizens on the services and processes of local government.
Accurate information	Staff will ensure information provided to citizens is complete, clear and accurate.