



Office of Human Resources
Branch Manager - CA0910
THIS IS A PUBLIC DOCUMENT

General Statement of Duties

Directs and supervises the operations of a branch office for an agency or department.

Distinguishing Characteristics

The Branch Manager class manages and administers the activities for a branch office. This class also performs second-line supervisory duties over employees that perform specialized and/or technical office support duties. This class is distinguished from the Supervisor of Administrative Support I which is a first line supervisor over workers performing office support duties. This class is also distinguished from the Supervisor of Administrative Support II which uses communication and organizational skills to coordinate, supervise, manage or train others to accomplish operational goals and supervises two or more Supervisor of Administrative Support I positions. Whereas the Branch Manager is responsible for the daily operations of a branch office which requires exercising a high degree of initiative, judgment, discretion and decision making to integrate organizational priorities, meet deadlines, solving problems and achieve objectives in a remote location. This class is distinguished from the Operations Administrator classification which supervises subordinate supervisors and/or professional level staff and assists division level managers with the operations or functions of a division in a large charter department and includes assisting with developing and managing the budget for the work unit(s) assigned and allocating funds.

Level of Supervision Exercised

Supervises subordinate supervisor(s) and/or employees who do not supervise.

Essential Duties

Manages and administers the activities for a branch office by establishing the goals, priorities and work assignments for the assigned functions or works units.

Ensures compliance with rules, regulations, state and federal laws and City ordinances.

Researches records and compiles and analyzes legal requirements to provide information to the public and other jurisdictions.

Resolves computer and equipment problems with intergovernmental network systems including identifying/troubleshooting and logging problems and referring the problems to the appropriate information technology resource.

Monitors a property lease contract which includes building maintenance, snow and trash removal, janitorial services and security specifications.

Implements and interprets policies and procedures developed by higher level managers or supervisors. Assists in developing, recommending and coordinating the implementation of new procedures for the assigned functions or unit.

Resolves operational and unforeseen procedural problems and addresses other concerns as directed or necessary.

Develops or modifies work plans, methods and procedures, determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments; encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems and mediates conflict encountered during daily operations and determines appropriate solutions; promotes teamwork. Encourages regular communication, informs staff of relevant business issues and their impact on the organization.

Develops the performance enhancement plan, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Develops and implements training and development plans and opportunities for subordinate staff.

Motivates and guides others toward goals.

Documents causes for disciplinary action and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

By position, ensures the creation and establishment of legal records of vehicles for Denver County.

By position, participates in planning and managing budget systems; prepares and presents budget recommendations to higher management; adjusts work plans/activities as a result of budget changes.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Decisiveness - Makes well-informed, effective, and timely decisions, even when data are limited or solutions produce unpleasant consequences; perceives the impact and implications of decisions.

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Influencing - Collaborates with, persuades and influences others.

Problem-Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Written Communication - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

Knowledge & Skills

Knowledge of department processes, policies, and state laws and regulations sufficient to be able to manage a branch office effectively and ensure compliance with Division goals and policies.

Knowledge of State policies, regulations, and applicable laws sufficient to be able to ensure compliance.

Knowledge of legal administration sufficient to be able to establish and maintain legal documentation.

Skill in the interpretation and application of written guidelines, precedents and legislation to ensure legal compliance.

Skill in monitoring contracts for the agency.

Education Requirement

Associate's Degree in Business Administration, Public Administration, Political Science or a related field.

Experience Requirement

Three (3) years of Motor Vehicle experience, working with the public, interpreting and explaining regulations, policies, standards, and/or procedures to internal/external customers.

Must have one year of Motor Vehicle experience at a type and/or level of a Motor Vehicle Technician III.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

None

Working Environment

Subject to many interruptions.
Pressure due to multiple calls and inquiries.
Subject to varying and unpredictable situations.
Subject to long irregular hours.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Sitting: remaining in the normal seated position.
Carrying: transporting an object, usually by hand, arm, or shoulder.
Balancing: maintaining body equilibrium to prevent falling over.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping or otherwise working with hand(s).
Fingering: picking, pinching or otherwise working with fingers.
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Repetitive motions: making frequent movements with a part of the body.
Eye/hand/foot coordination: performing work through using two or more.
Near Acuity: ability to see clearly at 20 inches or less.
Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

Background Check Requirement

Criminal Check

Employment Verification
Education Check

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: A-808

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: