General Statement of Duties

Manages and directs multiple divisions within a large charter department or agency. Establishes a multi-year vision and strategic plan for the divisions, optimizes resource allocation, and ensures the divisions accomplish annual goals and strategic initiatives.

Distinguishing Characteristics

There are four general management classes (Manager, Director, Executive, and Deputy Manager) and specific individual management classes. The Executive class may be used as deputy managers of agencies for small to medium sized charter departments. The large departments within the City are the Department of Public Works, Department of Human Services, Department of Aviation, Department of Parks and Recreation, and the Department of Safety.

An Executive directs multiple divisions and is generally responsible for supervising directors, managers, supervisors, and individual contributors. The Executive is distinguished from the Deputy Manager which is the highest level of management in a large charter department or independent agency, other than appointed or elected charter officers.

Executive is distinguished from Director which performs “core” mid-level operational management by directing functional and/or operational areas for a division to include implementing annual and multi-year work plans and implementation strategies; ensuring resources are available to achieve work plans; resolving complex business issues; and establishing management practices and processes that ensure the accomplishment of performance standards.

Guidelines, Difficulty and Decision-Making Level

Guidelines are in the form of City Charter, ordinances, and legal and professional regulations and objectives.

Work assignment is unstructured and employee is responsible for establishing and directing the mission, vision, and objectives of the organization.

Duties performed involve weighing and evaluating multiple complex and abstract factors requiring a high degree of concentration, analytical ability, judgment, problem solving, and an external awareness on a variety of political, business, and community factors.

Employee is responsible for directing multiple divisions, generally with city-wide responsibilities, that require developing and implementing strategies, objectives, and policies; defining an organizational structure and required resources; establishing organizational performance standards; and providing leadership for the organization and the community.

Level of Supervision Received & Quality Review

Work is reviewed for the attainment of strategic goals, overall service delivery, compliance, and fiscal accountability with specified city-wide objectives from City Charter and Ordinances. Work is reviewed for soundness of judgment and conclusions, fiscal accountability, achieving results, and the attainment of goals and objectives of the organization.
Interpersonal Communication & Purpose

Communication at this level is internally and externally focused. Involves establishing and maintaining effective, collaborative working relationships with employees, peers, and other stakeholders including appointed and elected officials. Provides information and negotiates solutions to business issues that have major consequences or long term significance.

Serves as the principal representative accountable to community-based organizations, the business community, and/or the public for critical issues that affect the department and/or the city.

Level of Supervision Exercised

Directs multiple divisions of a department and must supervise directors, managers, supervisors, and may supervise individual contributors.

Essential Duties

Manages and directs multiple divisions within a large charter department or agency. Represents the divisions’ positions, initiatives and interests with a focus on the delivery of superior customer service; ensures staff is sufficiently knowledgeable and dynamic regarding customer service protocols and performance expectations.

Works with the management team to recommend short and long-term precedent-setting decisions impacting divisions and to recommend strategic initiatives, goals, and objectives for the department and its divisions. Directs the performance of the Divisions as related to the department’s strategic plan, and the associated department and division level key performance indicators (KPIs). Develops and implements strategies for optimizing performance with the goal of meeting or exceeding the established KPI performance benchmarks.

Works with the management team to develop and establish standards, procedures, systems and guidelines for the divisional areas of responsibility. Provides expertise and consultative guidance to internal and external stakeholders which may include elected and appointed officials, citizens, and members of the business community.

Works with divisions to recommend and implement policies, programs, operating procedures and practices for the divisions and effectively manages operating costs. Ensures all budgets remain at or below established targets.

Coaches, mentors, and challenges staff. Champions continuous improvement, including devising new strategies and new opportunities. Leads staff development initiatives that include training, development, and succession planning. Establishes performance expectations and standards for all levels of employees to achieve or exceed performance metrics and to prepare employees for the future.

Fosters an atmosphere of innovation in order to challenge the organization to think creatively, especially as it relates to positive citizen and customer experience opportunities.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Performs other related duties as assigned.

Any one position may not include all 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

Thinking Strategically - Thinks strategically and promotes best practices and leading-edge ideas.
Deciding and Initiating Action - Takes responsibility for actions, projects and people; makes quick, clear decisions which may include tough choices, after considering risks.

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

Persuading and Political Influence - Gains clear agreement and commitment from others by persuading, convincing and negotiating. Makes effective use of political processes to influence others.

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

### Knowledge & Skills
None

### Education Requirement
Bachelor's Degree in a related field based on a specific position(s).

### Experience Requirement
Three (3) years of management level work experience which must have included managing subordinate supervisors.

One (1) year of management experience must include budget and fiscal oversight responsibility, evaluation of business processes, and policy and decision making experience with planning and organizing multiple programs, projects, operations or functions.

### Education & Experience Equivalency
Two (2) years 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
By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

### Working Environment
Pressure due to multiple calls, inquiries, and conflict.
Subject to many interruptions.
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.
- **Handling:** seizing, holding, grasping, or otherwise working with hand(s).
- **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.
- **Lifting:** raising or lowering objects weighing no more than 10 pounds, from one level to another.

**Background Check Requirement**

- Criminal Check
- Education Check
- Employment Verification
- By position, Motor Vehicle Record

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

- **Pay Grade:** A-819
- **FLSA Code:** Y
- **Management Level:** 3
- **Established Date:** 9/21/2018
- **Established By:** Lori Schumann
- **Revised Date:**
- **Revised By:**
- **Class History:**