General Statement of Duties

Manages and directs the merit system program for the Denver Police and Fire Departments including entry-level testing and screening, promotional examinations for the classified members, disciplinary appeals for the classified members, manages agency support staff, supervisors and the Background Investigation Unit.

Distinguishing Characteristics

This is a single incumbent class.

Guidelines, Difficulty and Decision-Making Level

Guidelines are in the form of stated vision and objectives for the division or agency.

Work assignment is unstructured and employee is responsible for implementing and managing a variety of objectives, resources, and strategies to achieve the goals of the division or agency. Duties performed include operational and organizational planning, developing standards, schedules, priorities, guidelines, processes, measurement (evaluation) systems, implementation of production and performance management standards, and allocating resources.

Employee is responsible for implementing operational goals and objectives for the management of a range of complex divisions and/or city wide responsibilities and overall functions in which several projects and programs may be in progress with simultaneous, multiple resource involvement. Develops solutions to organizational and operational problems, responsible for organizational management (development, staffing, and conflict), and allocating resources.

Level of Supervision Received & Quality Review

Under commission direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

Interpersonal Communication & Purpose

Contacts are of a non-prescribed nature involving the negotiation and resolution of problems and where exceptional degrees of discretion, judgment, and knowledge are required. Contacts where the exchange of information, support, influence, and cooperation may have a very significant impact on the division, programs, and/or policies of the organization.

Level of Supervision Exercised

Supervises subordinate supervisor, other Civil Service staff and the Background Investigation Unit.
## Essential Duties

Develops and interprets Commission policies, rules and regulations and office policies, ensuring compliance with the Commissioner’s guidelines and appropriate City Ordinances and federal, state and local regulations. Identifies and informs the Commission of issues or policy decisions required.

Works with the Commission to determine the goals and objectives of the organization.

Manages the daily operations of the Civil Service Commission staff and ensures procedures support quality service for the public and department personnel and are adequate to accomplish defined goals and objectives. Delegates responsibility and authority over operational functions to subordinate supervisors and staff.

Directs the development of the performance evaluation program for the entire organization and develops evaluations for subordinate supervisory and other direct reports. Formally evaluates the work of direct reports and re-views evaluations prepared and submitted by subordinate supervisors.

Develops and manages the Civil Service budget, allocates funds within the budget to accomplish objectives, controls expenditures within established allocations for assigned work functions and ensures costs are maintained on a quarterly basis in accordance with appropriate policies, rules and regulations.

Develops requests for proposals for consulting services contracts as determined by the Civil Service Commission.

Establishes and maintains the organizational communication systems and acts as liaison between the Civil Service Commission, City Council, media, Denver Mayor’s Office, Manager of Safety’s Office, Chief of Police or the Fire Department, employee groups and other entities.

Resolves operational and unforeseen procedural problems and addresses other concerns as directed or necessary. Resolves problems encountered by employees during the course of the assignment.

Develops and implements staff training and development plans to provide cross training of employees, specific job-related training and other approaches to provide opportunities for staff flexibility and development.

Performs research and conducts investigations to prepare formal responses to protests, appeals and other com-plaints.

Develops and prepares a variety of reports including annual reports regarding consent decrees, court orders and the Commission.

Performs other related duties as assigned or requested.

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

Analyzing and Interpreting - Analyzes complex information and applies expertise to produce high quality work products.

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**

Knowledge within the field of human resources management, applying guidelines, developing or modifying work plans and applying common methods and procedures throughout an agency/department and within the work unit.

Knowledge of employee relations and personnel principles and practices sufficient to be able to administer various human resources programs.

Knowledge of analysis, statistics and research techniques sufficient to be able to formulate logical recommendations, interpret and analyze data.

Knowledge of budgeting principles and practices sufficient to be able to assume budgetary responsibilities as required.

Skill in managing, negotiating and coordinating contracts.

Skill in the development of contract documents.

**Education Requirement**

Bachelor’s Degree.

**Experience Requirement**

Five (5) years as a professional human resource generalist, including two years supervising professional human resources staff.

**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.

A combination of appropriate education and experience may be substituted for the minimum education and 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 and inquiries.

Subject to long irregular hours.

Subject to many interruptions.

Subject to varying and unpredictable situations.
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.
Reaching: extending the hand(s) and arm(s) in any direction.
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.
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
Employment Verification
Education Check
By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: A-816
FLSA Code: Y
Management Level: 3
Established Date: 1/1/2018
Established By: Lori Schumann
Revised Date: 
Revised By: 
Class History: