



Office of Human Resources  
Manager - MA2751  
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### General Statement of Duties

Manages functional and/or operational area(s) of a division or agency that include implementing work plans based on annual goals and the strategic plan; resolves citizen, operational, and management issues; and achieves goals while ensuring resources are utilized appropriately. Typically has supervisors reporting to them.

### Distinguishing Characteristics

There are four general management classes (Manager, Director, Executive, and Deputy Manager) and specific individual management classes. The Manager is a first level management class. A Manager oversees work groups/areas within a division or agency and is generally responsible for supervising first or second line supervisors and/or individual contributors. A Manager is operationally and functionally focused.

The Manager is distinguished from the Director, a “core” mid-level management class. A Director manages a division or small agency and is generally responsible for supervising managers, supervisors, and individual contributors. A Director is operationally, functionally, and/or strategically focused with primary emphasis on operations.

The Manager is distinguished from supervisors who are responsible for tactical, day-to-day responsibilities of a work unit.

### Level of Supervision Exercised

Manages a work group(s) within a division by supervising supervisors and/or individual contributors.

### Essential Duties

Manages functional and/or operational area(s) within a division. Represents the section’s 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.

Implements initiatives, and achieves goals, objectives, and key performance indicators (KPIs) for the section. Optimizes performance of the section by meeting or exceeding the established KPI performance benchmarks.

Organizes and applies section’s standards, procedures, systems and guidelines.

Implements policies, programs, operating procedures and practices for the section 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.

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.

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.

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

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.

Influencing - Collaborates with, persuades and influences others.

Political Savvy - Identifies the internal and external politics that impact the work of the organization. Perceives organizational and political reality and acts accordingly.

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 Business Administration or a related field based on a specific position(s).

### Experience Requirement

Three (3) years of supervisory experience.

Positions with no subordinate supervisors require three (3) years of professional level experience rather than the three (3) years of supervisory experience.

### 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, inquiries, and conflicts.

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**

At-Will Position.

**Class Detail**

**Pay Grade: A-814**

**FLSA Code: Y**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date:**

**Revised By:**

**Class History:**