



## Office of Human Resources Chief Information Officer - MI2445

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### 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.

### 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.

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

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.

### Knowledge & Skills

None

### Level of Supervision Exercised

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

### Education Requirement

Bachelor's Degree in Business Administration or 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.

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

Handles absentee replacement on short notice.  
Occasional pressure due to multiple calls and inquiries.  
Pressure due to multiple calls and inquiries.  
Subject to long, irregular hours.  
Subject to many interruptions.  
Subject to pressure for multiple calls, inquiries, and interruptions.

### 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.):

Agility: Ability to move quickly and easily.  
Balancing: Maintaining equilibrium.  
Carrying: Transporting or moving an object.  
Color vision: Ability to distinguish and identify different colors.  
Crawling: Moving close to the ground in a tight, cramped space to rescue, trap, or capture animals.  
Crouching: Positioning body downward and forward.  
Depth Perception: Ability to judge distances and space relationships.  
Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.  
Feeling: Perceiving attributes of objects by means of skin receptors, communication, or otherwise.  
Field of Vision: Ability to sharply detect or perceive objects peripherally.  
Fine Dexterity: Sufficient coordination to operate a vehicle and manipulate objects.  
Fingering: Picking and pinching, through use of fingers or otherwise.  
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.  
Hearing/Talking: Perceiving and comprehending the nature and direction of sounds/ability to communicate ideas.  
Hearing: Perceiving and comprehending the nature and direction of sounds.  
Kneeling: Assuming a lowered position.  
Lifting: Moving objects weighing no more than 10 pounds from one level to another.  
Neck Flexion: Perceiving objects located above or below.  
Oral Comprehension: Ability to discern the meaning of oral speech.  
Pulling: Exerting force upon an object so that it is moving to the person.  
Pushing: Exerting force upon an object so that it moves away from the person.  
Reaching: Extending the hands and arms or other device in any direction.  
Repetitive motions: Making frequent or continuous movements.  
Sitting: Remaining in a stationary position.  
Standing: Remaining in a stationary position.  
Stooping: Positioning oneself low to the ground.  
Talking: Communicating ideas or exchanging information.  
Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Vision: Ability to perceive animal behavior, comprehend signs, and detect color.

Walking: Ability to move or traverse from one location to another.

Written Comprehension: Ability to discern the meaning of written words.

### 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:** I-824

**FLSA Code:** Y

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

**Established By:** LS

**Revised Date:**

**Revised By:**

**Class History:**