



Office of Human Resources  
Compliance-Certification Supervisor - CA3133  
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### General Statement of Duties

Performs professional and supervisory work over staff involved in managing and monitoring compliance of bids and proposals for construction, professional design and covered goods and services for the vendor selection process of all City contracts subject to non-discrimination clauses. The duties of this class, both in certification and compliance, are for performance of work for the Small Business Enterprise, Minority- and Woman-Owned Business and Emerging Business Enterprise programs provided for in the Denver Revised Municipal Code and the federal Disadvantaged Business and Airport Concessions Disadvantaged Business Enterprise programs guided by federal laws and regulations.

### Distinguishing Characteristics

This class manages certification and compliance requirements only for the Office of Economic Development (OED).

This class is distinguished from the Contract Compliance Supervisor that performs supervisory duties over employees (Contract Compliance Coordinators) involved in the operation and maintenance of a contract compliance unit.

The Compliance-Certification Supervisor is distinguished from a Manager I that that manages an operational and/or functional area(s) and performs some elements of supervision by recommending and implementing plans, procedures, policies, programs, and projects.

The Compliance-Certification Supervisor is distinguished from the Contract Administrator that negotiates, implements, and monitors contractual and use agreements for the city to assure effective delivery of goods and services.

### Essential Duties

Plans, assigns, and reviews the work of staff members performing a variety of Compliance and Certification functions and recommends changes in practices and procedures to increase operating efficiency and expedite work flow.

Trains new staff members in Compliance and Certification techniques and methodologies, orients staff with appropriate policies, regulations, and procedures, and ensures that work conforms to standards and regulations.

Develops training plans for new staff members.

Develops internal procedures for to guide staff in the performance of the Compliance and Certification functions associated with M/WBE, DBE, ACDBE, related programs and final settlements.

Develops or modifies work plans, methods, and procedures and determines work priorities.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines standards for problem resolution.

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.

Responds to formal and informal employee grievances and prepares written response.

Documents causes for disciplinary action and initiates letters of reprimand and formal recommendations for disciplinary action.

Provides work instruction and assists employees with difficult and/or unusual assignments.

Performs other related duties as assigned.

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**

**Conflict Management** – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

**Customer Service** – Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

**Influencing/Negotiating** – Persuades others to accept recommendations, cooperate, or change their behavior; works with others towards an agreement; negotiates to find mutually acceptable solutions.

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

**Reading** – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

**Working with People** - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict

**Writing** – Writes in a clear, concise, organized, and convincing manner for the intended audience.

### **Knowledge & Skills**

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

Knowledge of compliance and/or certification functions for M/WBE, DBE, ACDBE and related programs.

Knowledge of planning, coordination, and execution of business functions, resource allocation, and production.

### **Level of Supervision Exercised**

Supervises employees within the functional area.

### **Education Requirement**

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

**Experience Requirement**

Three (3) years of technical or administrative experience performing research and evaluation OR three years of experience performing technical and administrative duties within the related functional area. (Some positions may require experience in a specific area.)

**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**

Pressure due to multiple calls and inquiries.  
Subject to many 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.):

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Sitting: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

**Background Check Requirement**

Criminal Check  
Employment Verification  
Education Check

**Assessment Requirement**

Professional Supervisor

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: A-812**

**FLSA Code: Y**

**Established Date: 2/17/2019**

**Established By: GT**

**Revised Date:**

**Revised By:**

**Class History:**