



Office of Human Resources  
Deputy Manager - AA3238  
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### General Statement of Duties

Provides executive level, strategic leadership and management for a large charter department or independent agency. This is the highest level of management other than appointees or elected officers, with final accountability for overall performance of the department. Directs the operation(s), represents the organization's positions, initiatives and interests in multiple functional and/or operational areas or over a variety of complex divisions to include establishing a multi-year vision and strategic plan for the organization, optimizing resource allocation, fostering innovation, and ensuring the organization accomplishes 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 Deputy Manager is the highest level of management in a large charter department or independent agency, other than appointed or elected charter officers. (The Executive class may be used as deputy managers of agencies for small to medium sized charter departments.)

A Deputy Manager directs one or more large divisions and is generally responsible for managing executives, directors, managers, supervisors, and individual contributors. A Deputy Manager position has a combination of operational and strategic focus but is predominately strategic.

The large departments within the City are the Department of Transportation & Infrastructure, Department of Human Services, Department of Aviation, Department of Parks and Recreation, and the Department of Safety.

This class is distinguished from the Deputy Manager of Aviation, who performs similar work specifically for the Department of Aviation and is responsible for a major division at Denver International Airport. This class is distinguished from the Deputy Manager of Parks and Recreation, who performs similar work specifically as a Mayoral appointee.

This class is distinguished from Executive which 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.

### Essential Duties

Establishes the long term vision and strategic plan for the department in conjunction with the appointed charter officer and other executives, directors, and managers while integrating the perspectives of policy makers and elected officials into plans.

Manages the development and implementation of the department's goals, objectives, policies, and priorities that enables employees and the organization to be successful now and in the future.

Maintains external awareness, monitoring conditions, trends, innovations and practices that may have implications for the department. Incorporates systems thinking to help lead change that supports continuous improvement.

Creates overall organizational design and optimizes resource allocations based on the long term vision of the department and available financial resources.

Provides leadership and direction to directors, managers, and staff members to ensure the continued development and management of an efficient organization. Establishes effective decision making processes that achieve goals and objectives.

Resolves complex issues with multiple internal and external stakeholders which add value to the overall management of the department.

Represents the department in meetings with elected and/or appointed officials and other city entities. Serves as the city representative with a variety of public, business, and community organizations and fosters collaborative relationships to the benefit of the organization.

Cultivates, fosters, and maintains positive working relationships with representatives from other divisions, the aviation industry, governmental agencies, community and business groups, and legislative officials.

Ensures divisions accomplish annual work plans, strategic initiatives, and performance standards.

Leads and directs divisions of a large charter department or independent agency. Represents the organization'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.

Makes short and long-term precedent-setting decisions impacting multiple functional and operational areas of the department. Works with the department head to develop strategic initiatives, goals, and objectives for the department and its divisions. Leads 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 executive team to develop and establish standards, procedures, systems and guidelines for the department and its divisions. Provides expertise, consultative guidance and direction to the department head and executive team. Provides expert advice to internal and external stakeholders including elected and appointed officials, citizens, and members of the business community.

Develops and implements policies, programs, operating procedures and practices for the Division 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 or requested.

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

### **Level of Supervision Exercised**

Oversees executives, directors, managers, supervisors in a large charter department or independent agency 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.

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 and inquiries.  
Subject to long irregular hours  
Subject to many interruptions.  
Subject to traffic, roadways, and pedestrians.

### **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.):

Color vision: Ability to distinguish and identify different colors.

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.

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.

**Background Check Requirement**

Criminal Check

Employment Verification

Education Check

By position, Motor Vehicle Record

**Assessment Requirement**

None

**Probation Period**

None

**Class Detail**

**Pay Grade:** EX-19

**FLSA Code:** Y

**Established Date:** 11/24/2019

**Established By:** GT

**Revised Date:**

**Revised By:**

**Class History:**