



MARCH 2016
FLSA: EXEMPT

DIVISION MANAGER

DEFINITION

Under general direction, performs administrative duties and policy interpretation related to the management within a division of a City Department or of related operational units or program areas; develops division goals and objectives; manages staff directly or through subordinate supervisors; develops policies and procedures related to division activities; develops and administers division budgets; conducts short and long range planning; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned Director. Exercises direct and general supervision over professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a management classification that manages an assigned City division. It is distinguished from the next lower level of Program Manager by either its oversight of multiple areas in large operational departments, such as Parks and Community Services and Public Works; or the management of professional services with City-wide internal or external impact as, for example, within the central Administrative Services Department in such areas as Human Resources, Information Services, or Finance or within the Public Works Department in such areas as serving as the City Engineer or the manager of coordinated services with special districts and joint powers authorities. The Division Manager is distinguished from the Director class by the latter's full managerial responsibility for a City department.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Develops and directs the implementation of goals, objectives, policies, procedures and work standards for assigned division; interprets and complies with all applicable federal and state regulations.
- Monitors and directs daily operations to ensure that policies and procedures are being followed, that goals and objectives are met, and that services are being provided efficiently and effectively; takes corrective action as necessary; personally handles the most difficult, sensitive or controversial projects for the division.
- Develops and monitors the division's budget; oversees financial well-being of the division by analyzing cost effectiveness and directing cost control activities; prepares, submits and justifies budget enhancement requests to the Director.
- Plans, organizes, administers, reviews and evaluates the work of subordinate professional, technical, office support and operational staff through subordinate levels of supervision.

- Provides for the selection, training, professional development and work evaluation of subordinate staff; makes recommendations on hiring, termination, promotion and discipline as required.
- Confers with and represents the division and the department in meetings with other City departments and divisions; serves as the City representative with a variety of public, business and community organizations; fosters collaborative relationships to the benefit of the division, department and the City.
- Prioritizes and allocates available division resources; reviews and evaluates program and service delivery, makes recommendations for improvement and ensures maximum effective service provision.
- Develops systems and maintains records that provide for the proper evaluation, control and documentation of assigned activities; prepares and directs the preparation of a variety of written correspondence, reports, procedures, directives and other materials.
- May act for and serve as the Department Director, as assigned.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, project management, and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of budget administration and employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Organization and management practices as applied to the development, analysis, and evaluation of programs and operational needs of the assigned programs.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Business letter writing and the standard format for reports and correspondence.
- Business arithmetic and basic statistical techniques.
- Research and reporting methods, techniques, and procedures.
- Principles and procedures of record keeping, technical report writing, and preparation of correspondence and presentations.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Manage and monitor complex projects, on-time, and within budget.
- Plan, organize, schedule, assign, review, and evaluate the work of staff; train staff in work procedures.
- Evaluate and develop improvements in operations, procedures, policies, or methods.

- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Effectively represent the department and the City in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Make accurate arithmetic, financial, and statistical computations.
- Establish and maintain a variety of manual and computerized record keeping systems.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from a four-year college or university with major coursework related to the area of assignment and four (4) years of supervisory experience within or related to the area of assignment; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job as listed above.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- At the option of the appointing authority or the City, persons hired into this class may be required to either possess at entry or obtain within specified time limits designated licenses, professional registration, certification or specialized education and training relevant to the area of assignment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.