

City of San José
CLASS SPECIFICATION

Title: Division Manager (8074)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Varies	Deputy Director or above	Exempt

CLASS SUMMARY

Under general direction, incumbents are responsible for planning, organizing, directing and coordinating operational and administrative service functions of a division within a City department and assisting executive and senior management in the formulation and implementation of department policies and procedures.

DISTINGUISHING CHARACTERISTICS

The Division Manager is the first level of a three-level departmental executive management series and is the highest management level in the classified service. Responsibilities include developing and implementing policies and procedures for assigned division, budget administration and reporting, and program evaluation. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. Division Manager is distinguished from Deputy Director which has responsibility for the management and oversight of daily operations, programs, and services of multiple divisions within a City department and serves as Department Director in their absence. Division Manager is distinguished from Program Manager in that it oversees multiple operational or core service functions of a department with distinct objectives with measurable results for the community or the customer base or a city-wide service(s) whose goals, objectives and policies have a considerable impact on organizational priorities.

QUALIFICATIONS

Minimum Qualifications

Education and Experience

Bachelor's Degree in a closely related field and six years of progressively responsible directly related experience, including three years of supervisory experience.

Required Licensing (positions in this class may require one or more of the following):

- Valid CA Driver's License;
- Certified Public Accountant;
- Registered Traffic Engineer;
- Registered Professional Engineer;
- Registered Architect;
- Licensed Class V Wastewater Treatment Plant Operator.

Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

Basic Competencies

(Needed at entry into the job in order to perform the essential duties.)

- Job Expertise – demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations.
- Collaboration – develops networks and builds alliances; engages in cross-functional activities.

City of San José
CLASS SPECIFICATION

Title: Division Manager (8074)

- Communication Skills – effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills; displays openness to other people’s ideas and thoughts.
- Computer Skills – experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.
- Creativity – Addresses objectives and problems while questioning traditional assumptions/solutions in order to generate creative ideas and new ways of doing business; exhibits creativity and innovation when contributing to organizational and individual objectives; seeks out opportunities to improve, streamline, reinvent work processes.
- Decision Making - identifies and understands issues, problems, and opportunities; uses effective approaches for choosing a course of action or developing appropriate solutions.
- Initiative – Exhibits resourceful behaviors toward meeting job objectives; anticipates problems, is proactive, and avoids difficulties by planning ahead; displays willingness to assume extra responsibility and challenges; pursues continuing education opportunities that promotes job performance.
- Leadership - leads by example; demonstrates high ethical standards; remains visible and approachable and interacts with others on a regular basis; promotes a cooperative work environment, encourages and rewards risk-taking, allowing others to learn from mistakes; provides motivational supports and direction.
- Management - evaluates priorities to ensure the 'true' top priorities are handled satisfactorily; sets clear goals for the employees and the work unit;
- Political Skill – In taking action, demonstrates an understanding and consideration of how it will impact stakeholders and affected areas in the organization.
- Project Management – Ensure support for projects and implements agency goals and strategic objectives.
- Vision/Strategic Thinking – Supports, promotes, and ensures alignment with the organization’s vision and values; understands how an organization must change in light of internal and external trends and influences; builds a shared vision with others and influences others to translate vision to action.

Additional Competencies and/or Desirable Qualifications

(Competencies, knowledge, skills and abilities that are more position specific and/or likely to contribute to more successful job performance.)

Desirable qualifications and additional competencies will vary depending on the specific assignment and business needs of each department.

DUTY NO.	<u>TYPICAL CLASS ESSENTIAL DUTIES:</u> (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
1.	Supervises subordinate management, supervisory and professional staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; and making hiring, termination, and disciplinary recommendations.	Daily/Several Times

City of San José
CLASS SPECIFICATION

Title: Division Manager (8074)

DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
2.	Directs, plans, implements, and evaluates department programs; prepares and implements work plans for assigned division.	Daily/Several Times
3.	Participates in and advises on the development of department policy; develops and implements departmental goals, objectives, and guidelines as part of department executive management team.	Daily
4.	Prepares and implements capital improvement and/or operations budgets for assigned division.	Daily
5.	Directs allocation of grant funds; negotiates contracts, agreements, and leases	Weekly
6.	Presents reports and information to the City Council, boards, committees, and other divisions or departments.	Weekly
7.	Ensures the divisional compliance with federal and state laws, rules, and regulations and local codes and standards.	Weekly
8.	Performs other duties of a similar nature or level.	As Required

*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

PHYSICAL/ENVIRONMENTAL ELEMENTS

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

In an office environment, possess ability to:

- Operate, access, enter, and retrieve data using standard office equipment, including but not limited to a computer or tablet;
- Read printed materials and a computer screen;
- Communicate in person and over the telephone;
- Lift, carry, push, and pull materials and objects up to 25 pounds, or heavier weights, in all cases with the use of proper equipment;
- Move between/within work areas, including but not limited to sitting, walking, and standing on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- Be exposed to moderate noise levels and controlled temperature conditions;
- Maintain professional demeanor during interactions with staff, customers and the public.

Classification History *Created 11/00; Revised 10/10, 3/14, 02/21; s003*