

City of Bellingham

Classification Specification

CLASS TITLE	Manager Series: Program Manager 1 Program Manager 2 Department Manager Assistant Director
DEPARTMENT	Interdepartmental
UNION:	231, E-PLAN
SG:	Varies
CS:	N
FLSA:	N
EE04CODE:	PR/OA

NATURE OF WORK:

Positions in this series exercise a broad range of managerial responsibility over a defined program or functional area(s). Managerial responsibility is defined here as planning, organizing, directing, controlling, and evaluating department functional/operations areas or sub-functional/program areas. Managers generally are responsible for the financial, administrative, material, and personnel resources necessary to accomplish the work function(s). They recommend and operate under annual goals and objectives for their functional area with considerable input into those goals and objectives.

DISTINGUISHING CHARACTERISTICS:

The manager series is distinguished from the Division Supervisor and Program Coordinator classes in that the Division Supervisor's focus and responsibility is direct supervision of staff. The Program Coordinator's focus and responsibility is the developing, coordinating, and carrying out of programs. The manager classifications' focus and responsibility is on the full range of management: planning, organizing, directing, controlling, and evaluating the operations or program area. Manager levels are distinguished by:

1. The complexity of the management process required.
2. The size and nature of impact on the City's operations.
3. Consideration of market issues.

Program Manager 1:

- Manages a single, but specialized and usually highly technical external service or operational and/or maintenance function of City systems, facilities and infrastructure. Accountability is usually to a department manager rather than a department director. Management control, evaluation of performance and goal setting for the function is set by the department manager, assistant director or director. Controls day-to-day operations, but strategic planning and evaluation are done at higher levels with significant input from the Program Manager 1. Technical expertise may be gained

through a combination of college education and experience or vocational training and significant experience.

-OR-

- Manages functions combining professional work, generally requiring an advanced degree, such as archival management or museum studies, with management of operational or administrative service functions in smaller departments. The management role has less City-wide impact. May report to department director in a small department and act in responsible charge in the absence of the director.
- Manages a single external community service function requiring business management and community relations skills such as public parking and community development program management.

-OR-

Program Manager 2:

- Manages administrative functions and sub-functions of significant City-wide internal impact such as accounting, finance, human resources, or purchasing. The management of these functions generally requires an advanced degree and significant managerial experience. These positions formulate policies and programs of considerable City-wide impact for review by the director. They usually report to the department director or assistant director and may act in responsible charge in the absence of the director/assistant director.
- Manages external City-wide service functions of high impact on citizens' quality of life such as transportation engineering, parks development, or environmental resources management with a primary focus on the planning of services rather than the operation and maintenance of services.
- Manages diverse administrative or technical services for a single, but very large department.

-OR-

-OR-

Department Manager:

Manages City infrastructure maintenance and/or operational functions of significant external impact. These are generally large multi-section divisions. The size of these functions usually requires that staff supervision be exercised through supervisors or other managers.

Assistant Director:

Manages one of two large divisions in the Public Works Department. These divisions have significant diversity of functions requiring a large number of managers and professionals to carry out the work of the division. Significant and seasoned managerial expertise is required for these positions. Responsibility and authority is generally delegated from the Director for all managerial functions, including personnel management, as limited by City policies and regulations.

SUPERVISORY RELATIONSHIPS:

Managers report to a senior manager or department director. Managerial responsibility is exercised under a framework of City and departmental policies, various governmental regulations, and annual goals and objectives. Supervise the personnel assigned to their functional area either directly or through designated supervisors.

ESSENTIAL FUNCTIONS:

1. **Planning:** Plans and organizes the work processes of the assigned functional area, including day to day operations and special projects, either directly or through assigned staff. Develops and recommends annual goals and objectives for operational and staff achievement. May develop and recommend long term goals and objectives for inclusion in department or City's strategic plan.
2. **Management Control:** Establishes effective management controls on the work of assigned functional area to ensure financial and staff accountability.
3. **Program and Functional Evaluation:** Evaluates assigned programs and functions through appropriate periodic review of the accomplishment of goals and objectives, data analysis, and reporting.
4. **Personnel Management:** Responsible for personnel management of assigned functional area and compliance with City policies and procedures. Recommends and coordinates staffing plans that promotes diversity and fiscal responsibility. Provides leadership and motivation to program/functional work team. May be delegated authority to hire staff, depending on level. Establishes systems and methods for training and orienting employees to the work of the department and for safety of personnel. Establishes systems for communication and cooperation among and with staff through periodic staff meetings, individual meetings, and other appropriate means. Ensures annual staff performance appraisal and performance development is accomplished. Handles discipline of staff either directly or through supervisors. Develops and submits recommendations for serious adverse personnel actions to department director. Handles labor relations issues arising out of the work area and in compliance with labor agreements and personnel policies.
5. **Fiscal Administration:** Manages the financial resources of the functional area within departmental or City financial systems, policies and procedures. Develops or recommends the program revenue and expense budgets. Authorizes and monitors expenditures to remain within approved annual expense budget. Forecasts revenue and expenditure needs. Ensures accountability for security of cash and other financial assets under direct control.
6. **Material Resources:** Establishes systems to ensure availability of the material and equipment resources needed for work. Researches and recommends new equipment, work process changes, or other work system improvements. Provides for the maintenance, repair or replacement of equipment and supplies. Ensures security of capital assets and for the safe and efficient use of equipment.

7. Knowledge Resource/Program Development: Acts as a technical resource to management and employees. Keeps current in new developments in the field through professional membership, attendance at conferences, networking with other professionals, research and reading. Uses this contemporary knowledge for program, work system, and service delivery improvements.
8. Project Management: Plans, organizes, controls, evaluates, and carries out specific defined projects that implement the goals and objectives of the assigned area. These projects may be direct service or improvement projects such as in engineering or parks, or special projects meeting a long term system need, such as procurement and implementation of new software or an organization-wide change in administrative systems.
9. Public Interface: Presents reports, recommendations, budgets, issues for resolution to department heads, Mayor, City Council, boards and commissions. May represent the department director at public meetings of citizens or special interest groups, legislative hearings and other public settings.
10. Reports and Evaluations: Work generally requires the ability to develop and prepare various summary data and statistics, analyze findings, and write reports and recommendations for department and elected decision-makers.
11. Ethics: Models a strong work ethic to employees and a strong customer service orientation. Conducts self at all times in accordance with the ethical standards required of public officials. Avoids conflict of interest in use of City resources and personnel. Maintains the appearance of fairness in dealings with staff and citizens.

ADDITIONAL WORK PERFORMED:

- Performs related duties within scope of the classification.

KNOWLEDGE AND SKILLS:

- Bias for action and improvement.
- Adherence to high ethical standards for conduct of public officials.
- Customer service orientation.
- Proven commitment to diversity in the workplace.
- Professional level knowledge of theoretical, technical, and organizational and/or practice aspects of field generally acquired through university or post secondary education and substantial experience.
- Knowledge of City personnel policies and procedures and employee labor contracts.
- Working knowledge of laws and regulations, policies and procedures affecting work.
- Knowledge of public administration and business management principles and practices
- Knowledge of technical and managerial resources related to field of work.
- Management skills including leadership, supervisory skills, management control, problem analysis and decision making, planning and organizing, interpersonal sensitivity, adaptability/flexibility, stress tolerance and time management.
- Oral communications skills including the use of diplomacy and tact.

- Public presentation skills including the ability to present technical information in an understandable manner to citizens, non-technical professionals, officials and deliberative boards, commissions, and legislative bodies.
- Ability to working cooperatively and collaboratively with staff, citizens, elected officials and community and governmental agency personnel, and staff representatives.
- Short and long-term planning skills.
- Strong to excellent writing skills for developing reports, correspondence, issue papers, policies and procedures and various organizational communications.
- Knowledge of City fiscal management systems including accounting, finance, budget, inventory, etc.
- Computer literate and able to envision and apply computer technology advancements to field of work.

WORKING ENVIRONMENT:

- All positions operate in an office environment. Some positions require substantial time in the field such as public outdoor infrastructure (streets, right-of-ways) parks and treatment facilities to oversee the work of the unit. Business travel is required.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Bachelor's degree in field of work, master's degree preferred.
- Two (2) years experience in the management and supervision of field of work.
- Post secondary vocational or occupational training plus significant experience in management and supervision of field of work.
- A combination of experience and training that provides the applicant with the knowledge and skills to perform the job will be considered.
- (NOTE: Specific education and training requirements may vary, depending on position.)

NECESSARY SPECIAL REQUIREMENT:

- Some positions require special licensures or certificates
- May require valid Washington driver's license and good driving record. Candidates must submit a three-year driving record abstract prior to hire.

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