

DATE	January 2013
JOB CODE	
FLSA	EXEMPT
EEO	

JOB TITLE: Manager

DEPARTMENT/DIVISION: Various

REPORTS TO: Director or Assistant City Manager

SUMMARY: Responsible for managing a division at the City of Carrollton. Responsible for planning, managing, and providing direction for division operations. Drafts and implements operational policies and procedures and manages division staff and resources. Work is performed with general direction, working from broad goals and policies.

ESSENTIAL JOB FUNCTIONS:

- Supervises staff, a program, function, or service, which may include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary recommendations.
- Assists in developing and maintaining short and long-term strategic planning processes and coordinates departmental efforts related to assigned area of responsibility.
- Participates in the development of services, programs, policies, and procedures in assigned area of responsibility.
- Coordinates department-wide initiatives for the enhancement and improvement of service and program delivery.
- Ensures compliance with applicable Federal, State, and Local laws, rules, regulations, laws, and policies.
- Serves as a liaison with employees and external organizations; represents the City at a variety of meetings, public events, training sessions, on committees, and/or other related events.
- Participates in coordinating the exchange of information within the organization, with external agencies, and with the public.
- Prepares, reviews, interprets, and analyzes a variety of information, data, and reports and makes recommendations and presentations based on findings.
- Monitors and maintains department inventory and orders required supplies, materials, and equipment to ensure efficient operations.
- Assists in developing and administering the department budget and approves expenditures within established guidelines.
- Performs other duties as assigned.

Manager Page 1 of 6

POSITION SPECIFIC JOB FUNCTIONS:

Animal Services

 Performs managerial activities related to the daily operations of Animal Services, including the full menu of animal control services, animal shelter services, and the vector control program.

Communications

• Performs managerial activities related to program implementation, performance management and high level operational structure of inbound City communications including function of the Resolution Center and Dispatch (911 and non-emergency).

Community Services

• Responsible for the administration and operation of the Community Services division. Directs the enforcement of all applicable city, county, and state environment (health or building) related laws, codes, zoning ordinances, and regulations. Directs activities related to the implementation and management of neighborhood programs.

Engineering

Civil Engineering

 Performs managerial activities related to capital improvement and private projects, ensuring that construction meets acceptable standards, identifying future drainage project needs, evaluating and enforcing storm drainage design requirements, and overseeing construction inspections.

Transportation Engineering

• Performs managerial activities related to the design, construction, and operation of traffic signals and signal operations throughout the City, including transportation planning to accommodate the future transportation needs of the City and the design of street and roadway improvements to meet those needs.

Environmental Services

 Performs managerial activities related to the implementation, enforcement, and operations for environmental quality, food safety, multi-family housing, single-family housing, code enforcement, community development, and neighborhood partnership programs.

Finance

Utility Customer Service & Miscellaneous Revenue Collection

• Performs managerial activities related to the billing, collection, and securing of revenues for various City departments.

Treasury Services

• Performs managerial activities related to treasury functions, including banking, cash management, active investment programs, debt, credit ratings, revenue budgets, merchant

Manager Page 2 of 6

services, and related financial policies and procedures.

Leisure Services

• Performs managerial activities related to the identification, development, promotion and evaluation of leisure programs and community partnerships that meet the needs of the citizens of the community.

Parks

Athletics

 Performs managerial activities associated with youth and adult athletic and aquatic programs, facilities, and athletic field maintenance and serving as a liaison with athletic associations, schools, Local agencies, and State/National sports organizations.

Maintenance

Performs managerial activities related to the acquisition, maintenance, and repair of
equipment to facilitate parks maintenance activities, ensuring the needs and safety
concerns of the community are met.

Public Works

Streets

 Performs managerial activities related to the repair, maintenance, and construction of City infrastructure regarding streets, drainage, and traffic operations.

Water Utilities

Performs managerial activities related to water quality/production, water distribution, meter repair services, wastewater collection, and waterline/concrete replacement centers. Must possess a Texas Commission on Environmental Quality Class C Water Distribution or Surface Water Treatment License or higher class. Must possess a Texas Commission on Environmental Quality Class II Wastewater Collection License or higher. Must possess a Texas Commission on Environmental Quality Backflow Prevention Assembly Tester License. Must possess a Texas Commission on Environmental Quality Customer Service Inspection Licenses

Purchasing & General Services

• Performs managerial activities related to the procurement needs of the City including: contracts for products and services; purchasing card program and credit card charges; the sale of surplus property; and applicable general service operations (mailroom, copy center, scanning, and vending).

Risk Management

 Performs managerial activities related to the protection of City assets through the identification and analysis of potential loss exposure, controlling exposures, financing losses with internal and external funds, and implementing and monitoring risk management programs.

Manager Page 3 of 6

Urban Development

Building Inspection

• Performs managerial activities in an effort to protect lives and safety of citizens through the enforcement of building, plumbing, mechanical, electrical, energy, fuel gas, general design standards, zoning, permitting, plan review, and sign codes.

Planning & Development

• Performs managerial activities related to land use and urban planning matters to meet the short and long-term strategic planning goals of the City.

Development Program

 Performs managerial level activities related to: transit-oriented development; commercial redevelopment; multi-family development and redevelopment; and special projects as assigned by the Office of the City Manager. Advise City Manager on issues before the City Council, Planning and Zoning Commission, TOD Subcommittee, Redevelopment Subcommittee, Tax Increment Reinvestment Zone, Development Corporation(s), and the general public on TOD and redevelopment initiatives.

Workforce Services

• Performs managerial activities related to strategic initiatives, recruiting, hiring, screening/interviewing, terminations, investigations, employee relations, performance evaluations, HR daily operations and civil service administration.

SUPERVISORY/BUDGET RESPONSIBILITIES:

• Supervisory responsibility over Division staff.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of supervisory principles;
- Knowledge of public administration principles;
- Knowledge of applicable Federal, State, and Local laws, rules, regulations, codes, and/or statutes;
- Knowledge of policy and procedure development practices;
- Knowledge of research methods;
- Knowledge of budgeting principles;
- Knowledge of managerial principles;
- Knowledge of applicable theories and principles related to area of assignment;
- Knowledge of public relations principles.
- Skilled in monitoring and evaluating subordinates;
- Skilled in delegating and prioritizing work;
- Skilled in preparing reports;
- Skilled in developing, evaluating, recommending, and implementing processes and procedures;

• Skilled in managing change and sensitive topics;

Manager Page 4 of 6

- Skilled in adapting to rapidly changing environments;
- Skilled in recognizing problems, identifying alternative solutions, and making appropriate recommendations;
- Skilled in building consensus;
- Skilled in preparing and giving presentations;
- Skilled in coordinating and executing multiple tasks;
- Skilled in conducting research;
- Skilled in analyzing processes and making recommendations for improvement;
- Skilled in prioritizing, organizing, and managing multiple simultaneous projects;
- Skilled in defining problems, collecting data, establishing facts, and drawing valid conclusions:
- Skilled in reading, interpreting, applying, and explaining laws, codes, ordinances, rules, regulations, policies, and procedures;
- Skilled in preparing clear and concise reports, including oral, written, and audio/visual presentations;
- Skilled in maintaining sensitive and confidential information;
- Skilled in gathering and analyzing complex information and making recommendations based on findings and in support of organizational goals;
- Skilled in operating a computer and related software applications;
- Skilled in communicating effectively with a variety of individuals.

MINIMUM QUALIFICATIONS:

- Bachelor's Degree in General Business Administration or a related field.
- Four years of progressively responsible experience in the area of assignment, including two years of supervisory experience.
- Certification/licensure may be required depending on area of assignment.

PREFERENCES:

None.

WORKING CONDITIONS:

- Frequent reaching, talking, seeing, hearing, and manual dexterity.
- Occasional lifting and carrying up to 25 pounds.
- Work is typically performed in a standard office environment.
- Depending on area of assignment, may work in an outdoor environment, with potential exposure to adverse weather conditions.
- Depending on area of assignment, may occasionally be exposed to risk of electrical shock, vibration, fumes, and/or airborne particles.

Manager Page 5 of 6

CONDITIONS OF EMPLOYMENT:

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.

Manager Page 6 of 6