



DATE	July 2019
JOB CODE	VARIOUS
FLSA	EXEMPT
PAY GRADE	VARIOUS

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.

POSITION SPECIFIC JOB FUNCTIONS:

JOB CODE	ANLSVCM
PAY GRADE	S

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.

JOB CODE	ADMSVMGR
PAY GRADE	S

Administrative Services

- Responsible for managing two (2) divisions 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.

JOB CODE	CMMTYSM
PAY GRADE	U

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.

JOB CODE	ECODEVMG
PAY GRADE	V

Economic Development

- Reporting to the Director of Economic Development, the Economic Development Manager is responsible for business retention/expansion and business recruitment activities. Requires a minimum of 5 years of direct, “hands-on” business development and redevelopment experience within a municipal economic development organization in Texas. Must have solid credentials and significant experience in structuring “win/win” economic development agreements. Must have a documentable track record of working with Industrial, Commercial, and Retail clients to initiate, nurture, and close deals. A working knowledge of the brokerage community in the Dallas Metroplex as well as contacts at the Dallas Regional Chamber and the Governor’s Office of Economic Development would be very desirable.

JOB CODE	CAIPM
PAY GRADE	Y

Engineering

Capitol Improvement Projects

- Responsible for performing work related to planning and managing capital improvement projects related to either infrastructure or facility projects. Duties include: proposing new projects; developing scope; negotiating fees; performing design development and review; managing and coordinating construction activities; and, performing updates on general design standards. Work is performed with general direction, working from broad goals and policies.
- Professional Engineering (PE) License or ability to obtain PE License within nine months of employment.

JOB CODE	CIVENGM
PAY GRADE	Y

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.
- Professional Engineering (PE) License or ability to obtain PE License within nine months of employment.

JOB CODE	TRNSPTENM
PAY GRADE	Y

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.
- Professional Engineering (PE) License or ability to obtain PE License within nine months of employment.

JOB CODE	ENVQLTM
PAY GRADE	U

Environmental Quality

- 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

JOB CODE	CITYTRSR
PAY GRADE	V

City Treasurer

- Performs managerial activities related to treasury functions, including banking, cash management, active investment programs, debt, credit ratings, revenue budgets, merchant services, and related financial policies and procedures.

Information Technology

JOB CODE	ITPMOMGR
PAY GRADE	Y

IT Project Management Office

- The IT PMO manager holds both the leadership and management roles in a PMO. The IT PMO manager is also responsible for various methods and practices around provisioning IT into the business, improving the overall PPM (Project Portfolio Management) maturity across the organization, and tracking and reporting the conformance to plans and expectations of IT-oriented initiatives. As an arm of the overall IT governance function, the IT PMO manager is responsible for supporting and enabling the organization's projects, programs and structured work efforts. The IT PMO manager ensures that the work of the PMO adds value, is relevant to the strategy of the organization, and meets the goals set for the PMO by executive management.
- ITIL Foundation certification.

JOB CODE	ITVDMGR
PAY GRADE	Y

IT Vendor

- Responsible for IT procurement, contract management and vendor relationship management. Participates in the budget process to assure adequate appropriation of funds. Responsible for managing the procurement, contracts and evaluation of multiple IT products and services for the entire organization. Works closely with multiple department leaders to understand business needs. Seeks to achieve the highest value service from vendors and evaluates vendor performance according to established performance metrics.
- ITIL Foundation certification.

Library

JOB CODE	LIBBRMGR
PAY GRADE	R

- Responsible for performing supervisory work related to overseeing the workflow of a unit within the library. Duties include: hiring, training, evaluating, coaching and counseling staff within the unit; serving on library management team; chairing library committees; developing and administering policies and procedures for area of responsibility; handling escalated customer complaints; managing vendor relationships; and assisting in the planning and development of library budget. Work is performed with general direction, working from broad goals and policies.
- Master’s degree in Library Science from an ALA accredited school

Marketing

JOB CODE	MARKETM
PAY GRADE	R

- Performs managerial activities related to writing, designing, and editing marketing materials for City programs. Coordinates media relations and communicates City plans and goals through strategic marketing to internal and external customers.

Parks

Parks

JOB CODE	PARKSM
PAY GRADE	T

- 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.

Recreation

JOB CODE	RECRMGR
PAY GRADE	T

- 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.

Public Works

JOB CODE	PWMSTD
PAY GRADE	U

Public Works

- Performs managerial activities related to the repair, maintenance, and construction of City infrastructure regarding streets, drainage, and traffic operations, water quality/production, water distribution, meter repair services, wastewater collection, and waterline/concrete replacement centers.

Purchasing

JOB CODE	PURCHM
PAY GRADE	T

- 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).

Urban Development

Development Program

JOB CODE	DEVPRGMGR
PAY GRADE	W

- 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.

Planning

JOB CODE	PLNMGR
PAY GRADE	T

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

JOB CODE	PLNRMGR
PAY GRADE	W

Plans Review Manager

- Responsible for supervising a performing professional work in the review of plans and specifications for residential, commercial, and industrial projects and public improvements for compliance with health and life safety requirements. Work performed with general direction and the use of independent judgement and discretion.
- Four years of performing plan review or inspections as code official;
- Certification as a Plans Examiner through I.C.C.; or Licensure as a Professional Engineer or E.I.T.

JOB CODE	WRKFSVM
PAY GRADE	V

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;
- 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.
- Five 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.

CONDITIONS OF EMPLOYMENT:

- Must pass pre-employment drug test.

- Must pass criminal history check.
- Must pass motor vehicle records check.