

CLASSIFICATION REPORT

PROPOSED TITLE: Manager, Problem Properties

CURRENT TITLE: New

INCUMBENT: Vacant

REASON FOR REQUEST: Request to review current duties and responsibilities to determine appropriate classification for new appointed position

DATE QUESTIONNAIRE SUBMITTED: 5/3/2013

DATE OF PREVIOUS STUDY: N/A

DISPOSITION OF PREVIOUS STUDY: N/A

PERSONS INTERVIEWED: Jay Stroebel, Acting Director Regulatory Services
Kelly Charlton, HR Generalist

RECOMMENDATION: Establish the position as Manager Problem Properties (Appointed, 530 Points, Grade 11)

This is request to create new appointed position to oversee the Problem Properties unit in the recently reorganized Regulatory Services Department. Currently the area is overseen by a Manager Administrative Services as part of the transition to the new organization.

The proposed duties of the new position are as follows:

- Supervise and direct the activities of the Problem Property Unit in housing maintenance, rental licensing, demolition of vacant/boarded buildings (249), fire and licensing code enforcement.
- Coordinate all areas of Problem Property Unit services with other City departments and outside agencies by developing, facilitating and managing the program to ensure comprehensive, effective and consistent code enforcement.
- Manage and improve the review process by coordinating with departments or agencies outside of Regulatory Services and re-engineering the overall process to improve efficiency, consistency and the level of customer service provided.
- Provide constituent services by responding to queries, requests and complaints from the Mayor, Council Members, other City staff and agencies and the public in a timely manner.
- Serve as an active member of the intra-departmental leadership, collaborate with other division directors and assist in the development of intra-divisional processes and strategies to ensure the smooth operation of the whole Department.

- Maintain a working knowledge of Housing, Fire, Zoning, Licensing, Building, Structural, Mechanical, Plumbing and Electrical Code requirements for division staff, business and property owners and contractors to ensure accuracy and consistency of code enforcement.
- Represent the City with property owners, attorneys, and design professionals in methods of construction and code compliance to discuss agreed upon levels of life safety and health methods.
- Represent the Unit at City Council, neighborhood and rental property owner meetings providing code interpretations, policy decisions and education.
- Participate in improving and clarifying proposals for new ordinance development and the Council approval process in coordination with the adopted international code models.
- Improve the skill sets of staff through mentoring, training and career development.
- Assist the Director with budget, personnel requirements and ordinance changes.
- Oversee all performance measure development, charting, graphs and other tools to manage and track performance results for the division.
- Develop tools, programs and other initiatives to meet performance goals and reduce the number and impact of chronic problem properties and vacant structures.
- Coordinate Business Planning (in conjunction with other Regulatory Services Divisions) and improve over-all function of the PPU through strategic planning, mission development and high level priority setting.

POSITION ANALYSIS

PREREQUISITE KNOWLEDGE

The position requires a Bachelor's Degree in Public Administration, Business Administration, Housing Construction or equivalent and five years of experience in construction code enforcement with a strong multi-discipline background in building, fire and housing code inspection enforcement. Some experience in leading business innovation and change management, including strategic and business planning is preferred.

A rating **60 points** will be assigned

DECISIONS AND ACTIONS

The position is responsible for management and over-seeing the PPU which includes demolition of substandard structures (up to 100 per year), legal operations of the Ordinance that govern the unit (Chapter 249 and 244). Budget for demolition and other contracted services. Oversees anywhere from 3-6 interns plus 13 permanent staff people. The position is responsible for administration of the Vacant Building Registration Program (includes major fee collection). It is involved in variety of activities in conjunction with its management responsibilities including decisions on sending demolition orders for properties; decisions on cancelling or waiving fees; decisions on changing work assignments for staff; and working with and monitoring budget and changing amounts within funds.

A rating of **60 points** will be assigned. Jobs at this level supervise critical work groups, manage a specialized function, and/or serve in a senior advanced analytical capacity. Decisions tend to have greater effect on the organization due to greater city-wide impact, more notable budgetary impacts, or longer-term impacts. At this level jobs are responsible for ensuring processes consistent with goals and policy and procedures of the City and assigned Department. They have responsibility for identifying, prioritizing, problem solving, and keeping communication and information flowing and minimizing delays and errors that hold up projects with intra and inter-departmental resources

SUPERVISORY RESPONSIBILITY

The position will supervise Lead Inspectors, Inspectors, An Operations Analyst and a Project Coordinator and support staff. The position will oversee 12 fulltime staff. A rating of **15 points** is accurate and will be applied.

RELATIONSHIPS RESPONSIBILITY

Within the Regulatory Services Department the position will have contact with the Manager of Housing Inspections to consult on Regulatory Services / Housing Inspection Services policies and procedures; enforcement issues, and the Fire Inspection Services Manager, regarding Regulatory Services / Fire Inspection issues. There will frequent contact with the Department Head to review issues and concerns relating to staffing, progress made on department goals and initiatives that the position is responsible for, and to Review complex decisions regarding properties and compliance

Contact with other City Departments Includes the Minneapolis Police Department on joint projects or problem properties; the Minneapolis City Attorney's office on legal resolution decisions and strategies; and the Assessor's Office on issues concerning properties The job will work with the Communications Department on media requests and for assistance with communication efforts. There will be contact with CPED regarding property issues or joint neighborhood issues and concerns. It will work with CPED's Code Construction Services on issues related to enforcement and property concerns. There will be contact Council Members and Staff from Mayor's office staff on constituency concerns or property issues

The job will entail contact with various groups, business owners, citizens, and property owners and the general public regarding issues related to property concerns.

A rating of **60 points** will be assigned. Jobs at this level are high-level line or staff management stronger communication skills are required. At this level more finesse and communication skills are needed. These classifications act on behalf of the City to advocate for interests / objectives. They have more interactions with high level decisions makers, Council Members, and other important internal contacts regarding issues/concerns. Externally they are representing the City with higher level staff from other organizations, enforcement agencies, and will take the lead in dealing with controversial issues in the area where they are assigned. These jobs may be involved in technical issues of major importance in the areas where they are assigned and have important liaison duties with other staff, divisions and departments.

WORKING CONDITIONS

The position will perform work in both the Office and Field with some exposure to hazards in failing and boarded buildings. A rating of **30 points** is appropriate and will be applied.

EFFORT

The job will entail primarily mental effort in Working across divisions within the department to address problem properties to improve the consistency of the application of enforcement tools available to the multi-agency problem solving approach to hazardous problem properties and livability in the City. It will be involved in supervisory activities, negotiation, presentations and other activities requiring mental effort. There will be planning and budget development and monitoring.

A rating of **50 points** will be applied. At this level jobs may perform supervisory, managerial or senior level professional, technical, and analytical work requiring considerable mental effort in coordinating programs and projects, managing communications for a department, or providing technical services to a department. Jobs at this level are under deadline pressures to complete projects within funding, on schedule and within scope requirements; there is need to pay close attention to detail, including financial data. At this level there is mental effort in developing plans, training, and communications; there is mental effort in preparing, implementing and overseeing technical projects, and stress in dealing with complex technical requirements and details, and in meeting the goals, dealing with complaints, multiple deadlines and competing priorities.

According to the Acting Director Regulatory Services the proposed position meets the criteria for appointed positions under the Minneapolis Code of Ordinance, Section 20.1010 as follows:

1. The person occupying the position must report to head of the designated City Department or the Designated City Department Head's Deputy.

The position will report directly to the Director, Regulatory Services. the department head.

2. The person occupying the position must be part of the designated Department Head's management team

The position will be part of the Regulatory Services Management Team.

3. The duties of the position must involve significant discretion and substantial involvement in the development, interpretation, or implementation of City or department policy.

The position will directly involve development, interpretation, and implementation of City and Department policy related to Problem Properties Unit activities in the City of Minneapolis.

4. The duties of the position must not primarily require technical expertise where continuity in the position would be significant.

The duties of the position do not primarily require technical expertise.

5. There is need for the person occupying the position to accountable to, loyal to, and compatible with the Mayor, City Council, and the Department Head.

The person hired will need to be accountable to the City Council, Mayor, and Department Head.

RECOMMENDATION:

Establish the position as Manager Problem Properties (Appointed, 530 Points, Grade 11)

CLASSIFICATION FACTOR WORKSHEET								
Benchmark Classifications	Factors						Total Points	Grade Level
	1	2	3	4	5	6		
PROPOSED CLASSIFICATION								
Manager Problem Properties (Appointed)	60	60	15	60	30	50	530	11

1. Prerequisite Knowledge
2. Decisions and Actions
3. Supervisory Responsibility
4. Relationship Responsibility
5. Working Conditions
6. Effort

Executive Exemption

The job meets the requirements to be exempt from the Fair labor standards Act. The job will be compensated on a salary basis (as defined in the regulations) at a rate exceeding \$455 per week. The job’s primary duty will be managing the Problem Properties Unit of the Regulatory Services Department a customarily recognized department or subdivision of the enterprise. The person hired will direct the work of 12 full-time employees. The person hired will have the authority to hire or fire other employees, and as a manager, their suggestions and recommendations as to the hiring, firing, advancement, promotion or any other change of status of other employees will be given particular weight within the City system.