Request for City Council Committee Action from the Department of Human Resources

Date: November 12, 2013

To: Mayor R. T. Rybak and the Executive Committee
Referral to: Ways and Means Committee

Subject: New Appointed Position: Deputy Director, Operations and Business Improvement

518 points/Grade 11 ($79,988- $88,407)

Recommendation:

1. Find that the proposed position meets the criteria in Section 20.1010, Council to Establish (Appointed) Positions, as follows:
   (1) The person occupying the position will report to the head of the designated city department or the designated city department head's deputy.
   (2) The person occupying the position will be part of the designated department head's management team.
   (3) The duties of the position involve significant discretion and substantial involvement in the development, interpretation, or implementation of city or department policy.
   (4) The duties of the position do not primarily require technical expertise where continuity in the position would be significant.
   (5) The person occupying the position needs to be accountable to, loyal to, and compatible with the mayor, the city council, and the department head.

2. Approve the proposed position: Deputy Director, Operations and Business Improvement; 518 points/Grade 11 The position is FLSA – Exempt

3. Approve an annual salary for the position in accordance with the adopted appointed employee's compensation plan, effective November 20, 2013, as follows:

Step A	Step B	Step C	Step D
$79,988	**$84,107**	**$86,723**	**$88,407**

Prepared or Submitted by: Michael Hebner, SPHR

Human Resources Senior Consultant/Classification; 673-3119

Approved by: _____ _____

Patience Ferguson
Director of Human Resources

Paul Aasen
City Coordinator

Presenters in Committee: Pamela Nelms. CCP, SPHR
Human Resources Senior Consultant

Financial Impact (Check those that apply)

_X_ No financial impact (If checked, go directly to Background/Supporting Information).

___ Action requires an appropriation increase to the ____ Capital Budget or ____ Operating Budget.

___ Action provides increased revenue for appropriation increase.

___ Action requires use of contingency or reserves.

___ Business Plan: ____ Action is within the plan. ____ Action requires a change to plan.

___ Other financial impact (Explain):

___ Request provided to department's finance contact when provided to the Committee Coordinator.

Background/Supporting Information

Dear Mayor Rybak:

The Director of the Regulatory Services Department is proposing a new position to lead Regulatory Services in long-range planning and organizational development, including development and implementation of business planning services. It will manage departmental projects and operations including business planning, process improvement, performance measurement, emergency management, organizational development, workplace culture and workforce planning. Additionally the position will be responsible for interdepartmental and intradepartmental coordination of projects, committee actions and council process. The proposed position will also supervise the legal appeals processing unit which serves the Regulatory Services Department and provides some services to other City Departments.

The duties proposed for the position include but are not limited to:

- Lead Regulatory Services Department visioning and planning efforts, including long-range planning, customer service and continuous improvement efforts.
- Manage the development; implementation, and accountability of department business plan; monitoring status of ongoing Department and cross-divisional projects and issues. Prepare options and solutions to assist in Department efforts and projects.
- Lead Regulatory Services management in business process improvement, including establishing guidelines, policies, and procedures for conducting internal business process and continuous improvements.
- Improve processes in all areas to provide a high degree of customer responsiveness in the administration of Regulatory Services activities.
- Develop and manage initiatives that address specific areas of concerns; and initiate a departmental response to enterprise wide initiatives as appropriate. Assist in leading priority initiatives and projects both internal and external to the Regulatory Services Department.
- Direct the Department's liaison activities between Regulatory Services and other departments and agencies, both locally and State-wide, as well as develop new contacts for the Department.
- Oversee and serve as primary contact for interagency and legislative policy development process working with Department leaders and policymakers, as well as outside organizations, governments and the business community.
- Lead or participate in interdepartmental teams that coordinate the Department and/or the City's core processes, including strategic planning and goal setting, management team building, business planning, resource allocation, and performance measurement.
- Provide ongoing training and coaching to Department staff on the purpose and value of continuous improvement.
- Oversee the preparation of reports, research efforts, planning documents, and presentations to elected officials, stakeholder groups, and the public.
- Develop and implement internal and external communication strategies to inform and engage elected officials, City staff, community partners, and the general public in the work of Regulatory Services.
- Work with Culture Team to implement programs and initiatives that will improve and maintain a positive and productive work place culture.
- Act as a Department representative for labor relations and employee relations matters.
- Work with Assistant Director of Administration and Community Engagement on performance review process and personnel issues stemming from labor relation meetings.
- Provide leadership and direction to Regulatory Services leadership and staff on strategic business planning, performance management, human resources issues, information systems, and other operations activities.
- Work with the Leadership Team on integrating and aligning business lines/functions with roll out of the new land management system.
- Work with Assistant Director of Administration and Community Engagement to ensure city-wide policies and plans are integrated into internal operating documents, and efforts such as strategic planning, visioning, and business planning.
- Lead departmental efforts at planning and coordinating emergency management preparedness.
- Oversee and serve as primary contact for the City's risk management efforts.

Below is a summary of the study conducted to ensure proper evaluation of the position.

Factor	Points	Analysis
Pre-requisite Knowledge	60	The position requires a Bachelor's Degree in Business Administration, Public Administration, Economics or equivalent and Five Years of progressively responsible experience,

		including one to three years of supervisory experience, and experience working with elected officials, and in public administration and project management.
Decisions and Actions	60	In coordination with Regulatory Services Department Divisions, the position will draft business plans, plan updates and key initiative status. It will develop and manage Department employee engagement and workplace culture plans. It will have responsibility to manage the ongoing performance measurement and reporting plan. The position will manage Regulatory Services Department-wide projects. The position will be responsible for development and implementation of a communications plan, and drafting, executing and enforcing policies and procedures. This position will be responsible for managing numerous projects, programs, and activities including: Workplace Culture initiative, Department communications, continuous improvement, Department policies, statistical analysis, administrative hearing processes and will have significant involvement in the land management project.
Supervisory Responsibility	10	The position will supervise a Coordinator Legal Processes, an Associate Coordinator Legal Processes, an Administrative Analyst II, a Project Coordinator, and a Management Analyst, a rating of **10 points** is proper according the factor rating guide, and this will be applied.
Relationships Responsibility	55	Within the Regulatory Services Department the position will have contact with staff from all Divisions to discuss coordination and status of key initiatives, projects, and performance. It will work closely with the Director, providing advice, discussing operational strategy, and reporting on assignments and finalizing work products. It will work with other assistant director level positions in the Regulatory Services Department to discuss projects and coordinate initiatives. The position will have regular contact the Deputy City Coordinator to discuss workplace culture, business planning, performance measurement and continuous improvement efforts. It will work with and interact with Council Offices, and Mayor's Office and their staff on matters related to constituent services, operations, and policy. The job will have contact with other City Department staff regarding interdepartmental coordination of various projects, communication, etc. The job will entail contact with employee union representatives regarding personnel matters on a regular basis. The job will interact with City of Minneapolis residents to provide information, education, and regarding issue resolution.
Working Conditions	20	The working conditions are the same as related administrator positions in the City that work in an office environment.
Effort	55	This level is typically higher level professional positions faced with continual deadlines, time pressure, and a need to pay strict attention to detail. There is often considerable mental effort and pressure associated with prioritizing and dealing with competing priorities. This level is at the advanced level

		for professional and coordinating classifications that are charged with coordinating programs and projects, and managing activities in a department. In these classifications there are heavy pressures to meet deadlines, coordinate activities, keep operations running smoothly, and considerable mental effort and stress in prioritizing and dealing with competing priorities. Department Heads, the Mayor, or City Council may dictate deadlines on policy and action issues.

Attached: Classification Report