



## 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, Administration and Community Engagement

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, Administration and Community Engagement; 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	\$84,197	\$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

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Paul Aasen  
City Coordinator

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

**Financial Impact** (Check those that apply)

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 Regulatory Services is proposing a new position to the oversee engagement and partnerships in the Regulatory Services Department, including integration and implementation of human resource initiatives such as Perform Minneapolis, workforce planning, staff development, department wide supervisory and leadership training and capacity building, communications and team development and workplace culture improvements. The position will also develop and engage in community development programming and strategies.

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

Engagement and Partnerships

- Develop Community Engagement programming and strategies – working with divisions to identify and plan for ways to increase outreach and collaboration with all partners.
- Develop and manage Department initiatives that address specific areas of concerns; and initiate a response to enterprise wide initiatives as appropriate. Assist the Director in leading priority initiatives and projects both internal and external to the Department.
- Direct the Department’s liaison activities between Regulatory Services and other Departments and agencies (e.g. Park Board, CPED, MPD, Hennepin County, etc.) concerning community engagement activities.
- Develop and implement communication strategies to educate and inform the public and other stakeholders about Regulatory Services goals, policies and programs concerning community engagement activities.
- Participate on cross-departmental work teams to share information, integrate programming and improve City-wide service delivery.
- Network and develop partnerships and relationships with key community stakeholders such as neighborhood organizations, non-profit developers, industry representatives and leaders.

Customer Service

- Work with staff, stakeholders and recipients of Regulatory Services programs and activities on improving the customer’s experience.
- Develop Customer Service goals and measures to ensure we are meeting Department’s commitment to quality customer service.
- Identify and improve processes in all areas to provide a high degree of customer responsiveness in the administration of Regulatory Services activities, including record keeping and the Land management System.

Employee Culture, Supervisory and Leadership, Performance Appraisals

- Manage, develop and implement programs that incorporate results of employee survey into day to day operations, business plans and other continuous improvement efforts.
- Work with the Culture Team to implement programs and initiatives that will improve and maintain a positive and productive work place culture.
- Develop and coordinate staff development programs including supervisory and leadership training, and career and professional development enhancement opportunities.
- Plan for changes in workforce and pro-actively engage staff and community in building a strong and professional staff for current and future department.
- Manage the roll-out and implementation of Perform Minneapolis.
- Work with HR Team on ensuring consistent and transparent approach to employee development.

Policy Integration and Strategic Alignment

- Work with Leadership Team on integrating and aligning business lines/functions with roll out of the new land management system.
- Work with Deputy Director of Operations and Business Improvement to ensure City-wide policies and plans are integrated into internal operating documents and efforts such as strategic planning, visioning and business planning.
- Work on Diversity and Equity Planning collaboratively with Human Resources, Civil Rights. and other stakeholders.

**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 Public Administration, Policy, Planning, Business, or an Organizational Leadership Development degree or an equivalent. It requires

		five years of related experience including one to three years of supervisory experience. It requires related experience of public administration and regulatory service, operations, organizational development, and experience working with elected officials and project management.
Decisions and Actions	60	<p>The position will have responsibility for designing and implementing and program oversight responsibility for the following:</p> <ul style="list-style-type: none"> <li>Community Engagement Strategies and Programming</li> <li>Perform Minneapolis – Performance Appraisal system in Regulatory Services</li> <li>Customer Service Improvement programs, measures and accountability</li> <li>Workforce and succession planning work</li> <li>HR Disciplinary Actions</li> <li>Supervisory and Leadership Development Programs</li> <li>Administrative Processes such as billings and assessments</li> <li>Departmental Record keeping and standards</li> </ul> <p>The job entails potential for City-wide impact on projects and programs or where implications of activities have a broad impact, including all community and employee engagement efforts. Typical problems the position will deal with include customer interactions, staffing and resource allocations, possible conflicts with external stakeholders over policies or department directions.</p>
Supervisory Responsibility	10	The position will supervise a Manager Administrative Services; Customer Service Representatives I & II; a Program Assistant; and Administrative Analysts I & II.
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, including working closely with the Director, providing advice, discussing operational strategy, and reporting on assignments and finalizing work products. It will work with both the Community Planning and Economic Development Department and the Neighborhood and Community Relations Department regarding issues relating to community engagement efforts. Other contacts within City Government include contact with both the Mayor's Office and City Council Offices regarding matters related to constituent services and policy. Other contact will include the Human resources Department on personnel related matters and the Civil Rights Department regarding diversity and equity in the workplace.
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 is a high impact job, working directly for the Department Director, and with regular contact working with elected and non-elected City leaders. It will require the ability to problem

		<p>solve, work with a variety of customers and clients, analyze and comprehend research, policies, codes and other similar documents. The job entails the need for quick decision-making. It will be responsible for planning, organizing and managing a complex area, dealing with setting priorities, and ensuring compliance to Department, and City goals and objectives. There will be a pressure to meet expectations and pressures driven by budget, project related deadlines, and in making recommendations to higher level managers and officials.</p>
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**Attached: Classification Report**