

REPORT NO: 13 36
DATE: 10/28/2013
ANALYST: Michael Hebner

CLASSIFICATION REPORT

PROPOSED TITLE: Deputy Director, Housing Inspection Services

CURRENT TITLE: New

INCUMBENT: Vacant

REASON FOR REQUEST: Request to create an appointed position to oversee Minneapolis Housing Inspections activities

DATE QUESTIONNAIRE SUBMITTED: 4/24/2013

DATE OF PREVIOUS STUDY: N/A

DISPOSITION OF PREVIOUS STUDY: N/A

PERSONS INTERVIEWED: Kelly Charlton, Regulatory Services
Nuria Rivera-Vandermyde, Director Regulatory Services
Joann Velde, Manager, Housing Inspection Services

RECOMMENDATION: Establish the position as Deputy Director, Housing Inspections Services (610 Points, Grade 13, Appointed)

A request has been received to study a proposed new appointed position which will provide leadership, coordination and management of the housing inspection services in the City of Minneapolis.

Currently the classified Manager, Housing Inspection Services oversees Housing Inspections Activities and has been responsible for the coordination and consistency of housing inspection services, assuring consistent policies and procedures, and enabling the Department to effectively implement the re-engineering efforts identified in business plans. Now in the new Regulatory Services Department moving forward the proposed appointed position will continue to be responsible for leadership and coordination of all housing inspection activities and services, assuring consistent policy and procedure are followed through education and enforcement of the Minneapolis Housing Code, and other applicable codes, resulting in a safer and improved housing stock.

The proposed duties for the position are listed below:

- Provide leadership to achieve the goal of safe housing.
- Provide intra-departmental leadership for Fire Inspection Services, Problem Properties, and Housing Services by developing, facilitating, and managing programs to ensure consistent and effective application of standard operating procedures, and consistent code enforcement to achieve safe housing.
- Serve on the executive Regulatory Services management team and assist in the development and implementation of the Department Business Plan to ensure a successful re-engineering effort, improve efficiency and consistency and increase levels of customer service.
- Develop performance measurements for Results Minneapolis.
- Plan, coordinate, and direct the activities of district supervisors, administrative services and housing inspectors to effectively implement housing maintenance enforcement, rental licensing, and to ensure neighborhood livability.
- Manage and oversee the performance management for the Housing Inspection Services Division, including recruitment and retention of diverse workforce, training, performance management, labor relations, grievances, and employee relations and engagement.
- Provide leadership on housing policy changes for Housing Inspection Services with policymakers and participate in code development, and present to the Council for approval.
- Provide testimony to the legislation on State code development.
- Represent the City on various internal and external boards and committees.
- Develop, implement and direct budget and resources allocation to maximize effectiveness and efficiency in pursuit of departmental objectives.
- Provide constituent services by responding to inquiries and complaints from policy makers, other City staff, and the public.
- Interpretation and clarification of housing, fire, licensing, building, mechanical, plumbing, electrical and zoning code requirements of a highly complex nature for division staff, property owners and contractors to ensure accuracy and consistency of code enforcement.
- Attend neighborhood and rental property owner meetings to educate the public on code and inspection procedures.
- Manage the approved revenue and expense budget for Housing Inspection Services to ensure adequate resources for service deliverables.
- Collaborate with City Departments, county agencies, community groups and other stakeholders to address problem properties. Track, monitor, and ensure follow-up on these properties.
- Assist District Supervisors to identify appropriate resources for enforcement case resolution.
- Recommend systemic changes to laws, internal procedures and City policies that will prevent the occurrence of problems at the same address or similar problems elsewhere in the City.
- Manage elected official and community member complaints and expectations.
- Assist the Director of Regulatory Services with controversial enforcement cases.

A comparison of the proposed duties for the new appointed position to those assigned to current classified position shows considerable overlap, with only some differences in two areas problem properties, and overall involvement in the management of Inspections in Regulatory Services. Now the position will be involved in the day to day management of the activities of the problems properties unit, and very much involved in policy development in that area. Conversely the

position will be much more involved in the departmental management as a very important part of the Regulatory Services management team, and will have some input into all inspectional activities, it now will report directly to the Director Regulatory Services, whereas in the past it was several layers down from the top level of the old Regulatory Services Department.

POSITION ANALYSIS

PREREQUISITE KNOWLEDGE

The position will require a Bachelor's Degree in Public Administration, Business Administration, Housing, Urban Studies, or equivalent and seven years of progressively responsible experience in code enforcement or building design and/or construction, which has included management experience, with communication responsibilities regarding codes and procedures. A rating of 70 points is appropriate and will be applied. .

DECISIONS AND ACTIONS

The position will be responsible for leading and coordinating all housing inspection services, including - managing the budget, overseeing rental licensing revocations, administrative citations, and enforcement activities, and special assessments, contractor abatement, and all inspections, and special initiatives. It will provide intra-departmental leadership for Fire inspections and leadership for Housing Inspections by developing, facilitating, and managing programs to ensure consistent and effective application. The position will be responsible for representing the City in various forums and in communications with citizens, and various other organizations, including State and Local policy makers.

A rating of **65 points** will be applied. At this level work is of considerable variety and complexity, usually involving multiple phases of a major function. Matters dealt with are broad in scope with complex and unusual problems being encountered with considerable frequency, Performance has considerable influence on finances or delivery of services; errors or inadequacies would cause very serious and notable inconvenience, embarrassment or expense. Incumbent is expected to make decisions and take action on complex and unusual problems that arise and to develop solutions to these problems using advanced principles and techniques and considerable original thinking. Jobs at this level are in leadership of divisional or larger work areas where assigned. These jobs require exercise of independent action, and the work is important on broad scale to the City.

SUPERVISORY RESPONSIBILITY

The position will supervise six District Supervisor Housing Inspection position, and one Supervisor Problem Properties, will have management authority over 41 staff. A rating of **35 points** justified for this level of supervision and will be assigned.

RELATIONSHIPS RESPONSIBILITY

The position will have daily contact with Housing Inspections Staff regarding difficult enforcement cases, and to provide approval for Housing Code exceptions, and dealing with process & procedural questions. It will have daily with the Problem Properties Unit regarding housing policy changes, difficult case resolution, and community initiatives. The job will have daily contact with the Fire Inspection Services Unit regarding code interpretation, inspection activities and procedural development issues. Within the Regulatory Services Department there will be on-going contact with Supervisory staff regarding financial, employee, and policy and procedural issues. The job will have monthly contact with the Animal Control unit, regarding business planning, project initiatives, and coordinated enforcement at residential properties, and with Traffic Control regarding illegal residential car repairing enforcement cases, and business planning & project initiatives.

Outside the Regulatory Service Department the position will work with the Construction Code Services Unit in the Community Planning and Economic Development Department (CPED) for Building Official consultation, and regarding coordinated enforcement of case, process, and procedural code interpretations. There will be contact with the CPED Business Licensing Unit to coordinate community initiatives. The position will work with the City Attorney's Office on housing code enforcement cases, and housing code development. There will be contact with the Police Department concerning problem property case strategy, policy review, partnership analysis, community initiatives, education and training coordination for rental property owners and community members. There will occasional contact with the Director of Solid Waste and Recycling regarding coordination of efforts. The job will respond to inquiries and complaints from various parties including the Council Offices and the Mayor's Office. The position will attend Community Meetings where inspection initiatives, planning, and education will be discussed. Other outside contact will be with various outside agencies regarding legal questions and codes.

A rating of **70 points** is appropriate and will be applied. Jobs at this level require considerable tact and diplomacy. Issues dealt with are of broad or City-wide impact, and achieving objectives may require considerable persuasion, where cooperation is essential, and issues often controversial. These are high level professional, managerial, and/or director level jobs which are called on to deal with sensitive and important matters on a frequent basis. Communication is important, and the job often speaks on behalf of the City on matters relating to a function or Department operations. Jobs at this level require highly developed communications skills and very strong interpersonal skills. Internally contacts will be with other divisions and Departments, through all levels, but typically through higher levels such as Directors, Deputy Directors and highly placed managers. At this level the job typically represents the division or Department before the City Council, and other important bodies. At this level the job is in a high-level leadership position in terms of communication for the area(s) that the job represents.

WORKING CONDITIONS

The position will work in indoor office setting with exposure to the normal office equipment including computers, and phones. The position will attend community meetings in various

locations and may rarely be involved in field work. A rating of **20 points** is justified, and will be applied.

EFFORT

The effort in the job will be primarily mental effort in overseeing a large complex division involved in a variety of activities. The work will entail focused attention to detail for long periods of time. It will be reviewing technical and legal processes. It will be involved in employee issues, budget development and submittal, and in overseeing the preparation and presenting of Results Minneapolis and related performance measurement information. The job will oversee the administration of various projects and programs. There will many deadlines the job will need to be concerned with including:

- Contract for Nuisance Conditions timelines;
- State Fee Study
- Ordinance change process implementation
- Council Committee Public Hearings
- Timelines for Annual Tier Inspection completions
- Special project deadlines

A rating **55 points** will be assigned. At this level jobs are faced with continual deadlines, time pressure, and a need to pay strict attention to detail, resulting in mental effort and fatigue. Managerial and supervisory jobs at this level will typically be over major areas of accountability, where actions and activities can have City-wide impact, and involve significant resources. Deadlines are crucial, and there can be limited windows of time to complete work. These positions spend a great deal of time using a computer, reviewing technical or legal documentation and related detail content, which can lead to eye-strain and fatigue. There is a need to pay close attention to detail in working with plans, technical documents, legal documents, and in process control activities. Conflict situations roll up to positions at this level, as they hold decision making authority and this adds mental effort to the work.

According to the 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 be directly involved in development, interpretation, and implementation of City and Department policy related to Housing Inspection Services 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 Deputy Director, Housing Inspection Services (610 Points, Grade 13, Appointed)

CLASSIFICATION FACTOR WORKSHEET								
Benchmark Classifications	Factors						Total Points	Grade Level
	1	2	3	4	5	6		
Manager Housing Inspection Services	70	65	35	70	20	55	610	13
PROPOSED CLASSIFICATION								
Deputy Director, Housing Inspection Services (Appointed)	70	65	35	70	20	55	610	13

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 Housing Inspections Services Division of the Regulatory Services Department a customarily recognized Department or subdivision of the enterprise. The person hired will direct the work of 43 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.

DEPUTY DIRECTOR, HOUSING INSPECTION SERVICES

CODE: C

REPORTS TO: Director, Regulatory Services

SUPERVISES: District Supervisors, and Supervisor Problem Properties

NATURE OF WORK

Responsible for leadership and coordination of all activities of housing inspection services, designed to uphold and improve the safety of Minneapolis Housing stock assuring consistent policies and procedures are implemented by educating and enforcing the Minneapolis Housing Code & other applicable codes.

TYPICAL DUTIES AND RESPONSIBILITIES

(Including, but not limited to the following)

- Provide leadership to achieve the goal of safe housing, within the Regulatory Services Department and in working collaboratively with other City Departments.
- Provide leadership for Problem Properties and Housing Services by developing, facilitating and managing programs to ensure consistent and effective application of standard operating procedures, and consistent code enforcement to achieve safe housing.
- Serve on the executive Regulatory Services management team and assisting in the development and implementation of the Department Business Plan to ensure a successful re-engineering effort, improve efficiency and consistency and increase levels of customer service is provided.
- Plan, Coordinate and direct the activities of district supervisors, and housing inspectors to effectively implement housing maintenance enforcement, rental licensing and to ensure neighborhood livability.
- Oversee, contract management, rental license revocations, administrative citations issuance and special assessments for re-inspection, administrative fines, and nuisance violation abatements by contractors.
- Manage and oversee the performance management for the Housing Inspection Services Division, including recruitment and retention of diverse workforce, training, performance management, labor relations, grievances, and employee relations and engagement.
- Provide leadership on housing policy changes for Housing Inspection Services with policymakers & participate in code development and present to the Council for approval.
- Provide testimony to the legislation on State code development.
- Represent the City on various internal and external boards and committees.
- Develop, implement, and direct budget and resources allocation to maximize effectiveness and efficiency in pursuit of objectives.
- Provide constituent services by responding to inquiries and complaints from policy makers, other City staff and the public.
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MINIMUM QUALIFICATIONS: Bachelor's Degree in Public Administration, Business Administration, Housing, Urban Studies or equivalent

MINIMUM EXPERIENCE: Seven years of progressively responsible experience in code enforcement or building design and/or construction, which has included management experience.

LICENSES/CERTIFICATIONS: N/A

OTHER SPECIFICATIONS

- Considerable knowledge of the principles and practices of regulatory administration; the principles of office management; of the City Housing, Zoning and Building Ordinances, and of the principles and practices that apply to their enforcement.
- Considerable knowledge of Housing, Zoning and Building and Mechanical Codes and Ordinances and the ability to interpret and explain them.
- Knowledge of the Fire Code.
- Good organizational skills; leadership skills and excellent oral and written communication skills.
- Good presentation skills; negotiating skills and decision making skills.
- Ability to manage and supervise.

WORKING CONDITIONS: Office with occasional field inspections

SERVICE:	APPOINTED
GRADE:	13 (610 Points, Exempt)
CLASSIFIED:	November 2013
JOB SPEC:	November 2013

CITY OF MINNEAPOLIS

