



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

Date: June 27, 2006

To: Mayor R. T. Rybak and the Executive Committee

Referral to: Ways and Means Committee

Subject: Reclassified Appointed Position: Deputy Director, Minneapolis One Stop (593 points, grade 13) to Deputy Director, Minneapolis One Stop (588 points, grade 13)

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, Minneapolis One Stop (Appointed), allocated to grade 13 with 588 points.
3. Approve an annual salary for the position in accordance with the adopted appointed employee's compensation plan, effective July 21, 2006.

Step A	Step B	Step C	Step D
\$81,552	\$85,844	\$88,419	\$90,136

Previous Directives: None.

Prepared or Submitted by: Timothy Giles, Director of Employee Services; 673-3341

Approved by: _____
Pam French
Director of Human Resources

Steven Bosacker
City Coordinator

Permanent Review Committee (PRC) - Not Applicable
Policy Review Group (PRG) - Not Applicable

Presenters in Committee: Pam French, Director of Human Resources 673-2139

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 Deputy Director, Minneapolis One Stop was established in August of 2004 as part of a departmental reorganization by the then new Assistant City Coordinator Regulatory Services/Emergency Preparedness. The position was established to lead the Minneapolis One Stop initiative by directing the activities of plan review, zoning enforcement and permits approval functioning as a liaison with City Officials, the Project Executive Committee and affected customers. It was to advise on policy direction, including all aspects of organizational change required for the service delivery model and design overall project work plans based on direction from the Project Executive Committee. This was one of several appointed positions established in this reorganization.

In March of 2005 responsibility for Plan Review and Program Coordination, which had been the responsibility of the Deputy Director, Minneapolis One Stop previously, was delegated to the Building Official. Due to this change in the delegation of duties and responsibilities the Deputy Director, Minneapolis One Stop was reviewed to ensure proper classification. The review determined that the overall points for the position should be reduced by five points.

DUTIES AND RESPONSIBILITIES - including but not limited to the following:

- Lead the enterprise re-engineering of development review services provided by the staff in Regulatory Services, Community Planning and Economic Development, Public Works and Fire by the directing the activities of development coordination and customer service to assure an efficient, cost effective development review process.

- Function as communications link with Elected Officials, City Coordinator's Office, City Department Heads, the Project Executive Committee and affected customer segments.
- Advise the Project Executive and Executive Committee on policy direction, including all aspects of organizational change required for the service delivery model and design overall project work plan based on direction from Project Executive Committee.
- Establish and oversee project budget with assigned accountant, including review and approval of payments and serve as lead on all negotiations with vendor contracts.
- Facilitate and coordinate the enterprise governance of development review services to define, oversee and execute process improvements; including a substantial funding model and technology plan for the One Stop Services, operations and program support.
- Coordinate with staff in Regulatory Services, CPED, Public Works and Fire to re-engineer the overall process to improve efficiency and consistency translating management principles and process controls into working strategy for delivery of development services and establishing performance measures.
- Provide organizational resource management, including facilitation and resolution of workforce conflicts and lead staff in defining organizational change and negotiating with city departments to implement change.
- Lead the development of business solutions that meet the vision, mission and goals of the City enterprise and the Regulatory Services organization.
- Work with Information Technology Services to establish a plan and budget to support One Stop Services. Provide ongoing application administration, functional training and ongoing program support.
- Establish a mechanism for comprehensive planning of capacity and demand of enterprise service delivery and assist with the establishment of an enterprise financial model and budget.
- Respond to queries, requests and complaints from the Mayor, Council Members, City staff and the general public.
- Provide a centralized request management and coordination operation for development services, including the dispatch of plan review requests and permit issuance.
- Provide business analysis for enterprise development review and develop recommendations for process improvement solutions that will be prioritized by executive governance of enterprise development review, ensuring that benefits capture and analysis for deliverables against promised results.
- Manage staff that coordinates the development review activities and staff that provides services to educate the customer on the City requirements to navigate the process with the customer and assist in the resolution of conflicting requirements.
- Represent the City in negotiations with owners, developers, attorneys, technology vendors and design professionals.
- Define standards and develop related skills of the enterprise in development coordination, development review and development workflow processes.

A study was completed to ensure proper evaluation of the position. Following is a summary of the study. See attached classification report for a complete description and a more detailed discussion of the factor analysis.

Factor	Points	Analysis
Pre-requisite Knowledge (1)	70 points	No change. Position requires a Bachelor's degree in Public Administration, experience performing similar duties; knowledge of regulatory program administration and project management.
Decisions and Actions (2)	65 points	No change. Position will make independent, significant decisions which is not diminished due to the move of personnel.
Supervisory Responsibility (3)	20 points	Reduction of five points. The position no longer supervises the Supervisor Plans Review and the nine Plan Examiners. The position now will supervise the Manager Development Coordination, three Development Coordinators III, two Development Coordinators II, two Development Coordinators I, one Code Compliance Officer, four Customer Service Representatives I, one Customer Service Representative II, One Project Coordinator and three Office Support Specialists II, for a total of eighteen subordinates.
Relationships Responsibility (4)	65 points	No change. Daily or frequent contact with Council Members, business owners, state regulatory offices, and all Regulatory Services directors and managers, the Police Licenses Lt, the Traffic Engineer, Fire Marshall, and BIS managers.
Working Conditions (5)	20 points	No change. 20 points on this factor is consistent with other positions in a normal office setting with daily computer use.
Effort (6)	55 points	No change. Management of a city-wide program providing public and media contact, potential for violence and angry customers, and frequent time pressures. Attention to detail is critical.

Attached: Classification Report

Facts supporting the five criteria of Minneapolis Code of Ordinances, Section 20.1010 are listed at the end of the attached classification study.