



CITY OF MINNEAPOLIS

Director of Regulatory Services

Position Profile

THE COMMUNITY Minneapolis is the largest city in Minnesota and the heart of cultural and economic activity for the Upper Midwest. Minneapolis is recognized as an economically-vibrant, safe, green and livable city and is frequently ranked among the top cities in the country for finding a job, making a home, getting an education and enjoying an active lifestyle. Its breathtaking natural beauty, including its 22 lakes, 170 parks, 210 miles of bike paths, and the Mississippi River, helps rank Minneapolis among the best cities in which to live.

Learn about what makes Minneapolis great.
www.minneapolis.org/visitor

THE CITY The City of Minneapolis operates with a Mayor-Council form of government. The mayor and 13 City Council members from individual wards are elected for concurrent four-year terms.

Department heads are nominated by the mayor and appointed by the Executive Committee. The City Coordinator is responsible for the administrative operations of the City. The annual budget is \$1.2 billion, and there are approximately 3,960 employees.

Mayor Betsy Hodges is focused on three clear goals: running the city well, growing a great city and increasing equity. Her priorities are designed to ensure the City works well for everyone and that all people can contribute to — and benefit from — the growth and prosperity of Minneapolis.

THE DEPARTMENT The Director of Regulatory Services leads a department with 156 employees and an annual operating budget of more than \$17 million. The department has four distinct business lines:



Housing Inspections Services

Fire Inspections Services

(includes multifamily residential and commercial inspections)

Traffic Control

Animal Care and Control

The department also has two administrative business lines:



Operations and Business Improvement

Administration and Community Engagement

MISSION STATEMENT

*Strengthening communities
by partnering with residents, neighborhoods and businesses
to make the city safer, healthier and more inviting for all.*

The department strives to incorporate its mission and core values of professionalism, safety and customer service into its decision-making processes and has an increasing focus on data-driven strategies to frame its work.

Regulatory Services by the numbers

In 2014, the Regulatory Services Department:

- Performed more than:
*123,000 residential inspections, 4,900 multifamily inspections
6,000 commercial inspections, 1,300 permit-based inspections*
- Managed cases on more than 200 problem properties
- Issued more than 224,000 traffic citations
- Responded to more than 14,000 traffic control-related complaints
- Handled more than 15,000 animal-related calls
- Took in more than 2,700 animals and placed more than 2,000 animals

THE POSITION The director ensures that Regulatory Services effectively balances the needs of customers with the need for public safety and neighborhood livability through regulatory enforcement. The director reports to the Executive Committee and supervises six deputy directors/managers. Major responsibilities include:



- Leading Regulatory Services staff and resources to maximize the department's efforts to strategically and effectively:
 - Ensure the safety and livability of all commercial and residential properties.
 - Address residential and commercial properties that are chronic problems for neighbors and the community.
 - Manage traffic and parking enforcement to minimize congestion, ensure compliance with parking regulations, and encourage vehicle, bicycle and pedestrian safety.
 - Ensure public safety by enforcing the municipal code pertaining to animals and safeguarding animals by caring for them in state of the art shelter and working with rescue partners to provide adequate care.
- Providing executive-level oversight in the preparation and management of the department's operating and capital budgets and subsequent fiscal reporting and review.
- Representing the City's goals, values, policy positions and initiatives with Minneapolis residents and businesses and a variety of other stakeholders in Minneapolis and throughout the region.
- Developing strategic plans and implementing organizational change to maximize department effectiveness and efficiency and improve customer service.
- Building relationships and partnerships with local building owners, community leaders, business executives, elected officials and City departmental leadership and working collaboratively to develop strategies and initiatives that improve City services, achieve City goals and address enterprise challenges.
- Responding to requests and complaints from the mayor, the City Council members and the public.
- Working with leaders to develop policies and improve local ordinances and state codes; represent the City on various internal and external boards and committees; and testify in public and legislative hearings on matters relating to codes and ordinances.

- MAJOR AREAS OF FOCUS**
- Provide a smooth leadership transition.
 - Enhance livability in Minneapolis.
 - Encourage employee growth and development.
 - Help launch the Enterprise Land Management System.
 - Build on the department's continuous improvement.

QUALIFICATIONS The City has adopted the following competencies to be considered for each leadership role:

- **Strategic Leadership:** ensuring organizational alignment around overall direction, priorities, objective and plans.
- **People Leadership:** ensuring the department has the talent needed to achieve desired results and reflect the diversity of the community.
- **Results Leadership:** driving a high level of performance across the department.
- **Stakeholder Leadership:** effectively managing relationships with key internal and external stakeholders.



EXPERIENCE: The ideal candidate is a decisive, results-oriented professional committed to excellence. This visionary leader has the highest standards for ethics and integrity and demonstrates exceptional business planning, communication and interpersonal competencies. The director is agile and skilled in navigating the political environment without being political or promoting personal political views. Our new director sees opportunities where others see obstacles and is excited to meet challenges head on.

The director has the skills needed to successfully lead a complex, multi-faceted organization and financial system. The leader needs a proven track record of innovation, consensus-building, implementing best practices to achieve organizational goals and objectives, and measuring progress and success. The individual will also possess strong organizational development skills, a customer and partner focus, and the ability to foster an inclusive environment.

Experience working in a union environment is preferred.

EDUCATION: A bachelor's degree is required, along with a minimum of 10 years of progressively responsible broad-based management and regulatory enforcement experience.

COMPENSATION This appointed position has a competitive compensation package. Salary ranges from \$117,915-\$137,040 depending on experience. Benefits include: health and dental insurance, flexible spending accounts, disability insurance, employee assistance program, vacation, sick leave, paid parental leave, pension plans and deferred compensation retirement savings.

HOW TO APPLY The position will remain open until filled, however, applicants are encouraged to submit a cover letter and resume online at www.waters-company.recruitmenthome.com by Nov. 18, 2015. For more information, please contact Sharon Klumpp at sklumpp@waters-company.com or 651-223-3053.