

CITY OF MINNEAPOLIS

311 Service Center Director

Position profile



THE CITY

As the largest and most vibrant city in the state, Minneapolis depends on purposeful, dedicated and innovative employees. Minneapolis has a large variety of careers for people of all experiences and backgrounds who come together for a singular purpose—serving the residents, businesses and visitors of Minneapolis.

The purpose of this position is to provide leadership and direction for customer engagement and service delivery to the public through the City's 311Contact Center and the Minneapolis Service Center. The position is responsible for non-emergency public information delivery to customers in-person, over the phone, through email and text. The position leads the enterprise in providing the highest quality of customer service to the public, bringing the voice and concerns of residents and businesses forward to ensure collaboration and partnerships across the enterprise.



Learn about what makes Minneapolis great.

www.minneapolis.org/visitor

WORK LOCATION

This position may be eligible for flexible work arrangements, including hybrid work with some days working remotely and some days working in the office.



THE DEPARTMENT

Effective January, 2023, the City of Minneapolis merged its non-emergency information 311 department and its newly established in-person Service Center together to improve and maximize service delivery to public customers. By aligning these two functions under one umbrella, service delivery to the community will be more efficient and consistent, as well as easier for Minneapolis residents and businesses to more equitably access services. Non-emergency public information and customer engagement is unified across the new structure, increasing collaboration by moving processes into shared functions and leveraging expertise such as training and data analytics.



The new Minneapolis 311 Service Center department serves as the main point of contact for non-emergency local government information and services. This department prioritizes service delivery to Minneapolis residents and businesses by providing a customer-centric experience focused on delivering public information, services and solving problems over the phone, in person, or online.

JOB DUTIES AND RESPONSIBILITIES

- Provide leadership, direction, and oversight to the Minneapolis Service Center and 311 Contact Center.
- Participate in the formulation of strategic plans, City and department policies, staff decisions, and organizational structure.
- Develop and maintain relationships with the City Council, Department leaders, various City advisory committees, neighborhood and community organizations, and foundations.



- Ensure that Minneapolis residents and businesses, City leadership, and the City Council have access to the latest information regarding public inquiries and issues, and City services requested and provided.
- Listen to resident and business complaints, feedback and input, and communicate them to city department heads, City Council, and Mayor as accurately as possible.
- Understand City department policies and services and ensure the 311 Service Center department delivers exceptional service to constituents on behalf of the departments.
- Develop and manage the department's business plan and a budget that considers resources available and expenditures necessary for implementation of the business plan and maintaining an organizational structure to carry out the mission of the department.
- Develop lines of communication within City departments and convey feedback from Minneapolis residents and businesses regarding performance of City services, unmet community service needs, and ideas for improving relationships.
- Develop and maintain relationships with Department Leaders and City staff, other local jurisdictions, government entities and the public to ensure continued collaboration.
- Promote the seamless integration and movement towards common service standards.
- Develop clear strategies for ensuring equity and inclusion of all the segments of our community, as well as meeting their needs.
- Participate in executive level decisions and policy setting related to the Minneapolis 311 Service Center department.
- Serve as a liaison to leadership from partner departments, responding to interdepartmental concerns and facilitating responses.
- Serve on teams for enterprise-wide initiatives such as citywide strategic planning and goal setting.
- Serve on teams to address specific council directives, as needed.
- Present information to elected officials, City department leaders, enterprise management, stakeholder groups, and the public.
- Manage relationships of City departments including proactive communication and responding to inquiries regarding operations issues.
- Understand and influence future use of technology and keep abreast of state-of-the-art innovations and advancements.
- Represent the City of Minneapolis in a variety of official or unofficial roles, both ongoing and ad hoc.

REQUIRED QUALIFICATIONS

MINIMUM EDUCATION:

Bachelor's Degree in public administration, business administration, or a related field.

MINIMUM EXPERIENCE:

Seven (7) plus years of experience based on scope of responsibilities.

Equivalency

An equivalent combination of education and experience closely related to the duties of the position MAY be considered.



LICENSES/CERTIFICATIONS:

None

Background Check

The City has determined that a criminal background check and/or qualifications check may be necessary for certain positions with this job title. Applicants may be required to sign an informed consent form allowing the City to obtain their criminal history and/or verify their qualifications in connection with the position sought. Applicants who do not sign the informed consent form will not be further considered for the position.



KNOWLEDGE, SKILLS AND ABILITIES

- Capacity and experience with managing diverse groups of employees. Understanding City services and the processes associated with government operations.
- Fluency in one or more languages spoken by the City's immigrant and refugee populations (*such as Hmong, Lao, Oromo, Spanish, Somali, Vietnamese*) preferred.
- Ability to communicate complex issues effectively, clearly, and concisely in both verbal and written forms, and have strong public relations skills.
- Strong knowledge of the diverse cultures evident in various city communities, and sensitivity to culturally formed communication norms.
- Ability to establish and maintain effective working relationships with City and community leaders and individual residents
- Ability to create a supportive, inclusive environment that builds trust and sustains partnerships.
- Strong working knowledge of the organization and operation of City Government.
- Strong ability to operate effectively in a political atmosphere.
- Strong knowledge of general management principles and strong skills in strategic and tactical planning.
- Strong working knowledge of the fiscal requirements of government, include program budgeting, finance, and contracts.
- Ability to evaluate program effectiveness, initiate change and influence others.
- Ability to work independently, set priorities and make appropriate decisions.
- Exceptional organizational skills and problem-solving skills.
- Strong analytical skills.



COMPENSATION

This appointed position has a competitive compensation package. The salary for this position ranges from \$134,527.00 to \$159,473.00 annually. 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.