

CITY OF MINNEAPOLIS

# Deputy City Operations Officer

## Communication & Engagement

### Position profile

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#### OUR 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.

Learn about what makes Minneapolis great.  
[www.minneapolis.org/visitor](http://www.minneapolis.org/visitor)

#### OUR WORKFORCE



Over 3900 employees at the City of Minneapolis faithfully serve the residents, businesses and visitors of the City every single day. Some jobs are more visible in the community while some are behind the scenes, but each employee at the City plays a role in keeping Minneapolis a vibrant place that tops many lists. Our employees look for ways to keep Minneapolis at the leading edge, offering services and policies that are more comprehensive and progressive than the vast majority of cities. Our employees are a key reason why Minneapolis is a place where all people have an equitable opportunity for success and happiness.



Our purpose, to serve the residents, businesses and visitors of Minneapolis is at the foundation of everything we do. It shapes our priorities, our work, and our culture. It drives our employees to look for new ways to serve, creating an innovative and engaged culture.

*The employees of the City of Minneapolis are aligned for a singular purpose -to serve our community.*

#### MISSION STATEMENT AND VALUES

Our City government takes strategic action to address climate change, dismantle institutional injustice and close disparities in health, housing, public safety and economic opportunities. In partnership with residents, City leaders help to ensure all communities thrive in a safe and health city. We value equity, safety, excellence, welcoming stewardship, transparency, and health.

#### THE DEPARTMENT

The Office of Public Service (OPS) engages internal and external partners in support of the City's strategic policy goals and provision of efficient, effective and equity city services. We work together to build a collaborative, innovative and supportive environment for our employees.

#### THE POSITION

This position leads the communication and engagement departments; 311 Service Center; Intergovernmental Relations; Communications, Neighborhood and Community Relations, and Minneapolis Convention Center, providing professional, equitable, ethical, and effective service delivery to the City, while providing guidance and strategic work direction to the departments. This position reports to the City Operations Officer (COO).



- Oversees a group of approximately 250-300 FTEs that provide services in assigned areas including 311 Service Center, Intergovernmental Relations, Communications, Neighborhood and Community Relations, and Minneapolis Convention Center.
- Develops and leads effective and equitable strategies to support service delivery.
- Ensures accuracy, timeliness, and accountability of assigned service functions. Ensures that program work is conducted in accordance with grant and city requirements.
- Directs staff in establishing work priorities and procedures which respond to service delivery needs, including proactive outreach and communication about City services.
- Supervises, supports, and develops department leaders in assigned areas of responsibility.
- Manages and cultivates collaborative relationships between all City departments and key partners and stakeholders.
- Communicates and complies with enterprise-wide policies and procedures to all City departments to ensure understanding and implementation.
- Leads the development of innovative strategies for creation of new or modification of existing programs, processes, and systems based on best practices and key stakeholder input.
- Ensures fiscal responsibility and budget accountability of departments within scope of responsibility.
- Creates and fosters an anti-racist and equitable work; creates fair and just opportunities and outcomes for all people.
- Updates, informs, and solicits input from City Operations Officer (COO) about key department projects, programs, and initiatives.
- Develops and implements surveys, measurements, and metrics to evaluate program and department effectiveness and efficiencies.
- Establish and serve on teams for enterprise-wide initiatives to improve service delivery, as well as citywide strategic planning and goal setting.
- Oversees the presentation of reports, research efforts, planning documents and presentations to elected officials, stakeholder groups and public; presents complex information at public hearings, Council meetings and to large organizations, explain and educate on City decisions or positions.

#### DESIRED CAPABILITIES

In addition, the City has adopted the following competencies for all leadership positions:

- **Focus on results:** takes initiative, drives for results, and establishes stretch goals;
- **Personal capability:** demonstrates technical/professional expertise, solves problems and analyzes issues, innovates, and practices self-development;
- **Character:** displays high integrity and honesty;
- **Leading change:** develops strategic perspective, champions change, and connects the group to the outside world;
- **Interpersonal skills:** communicates powerfully and prolifically, builds relationships, develops others, inspires and motivates others to high performance, and collaborates and fosters teamwork;



- **Cultural agility:** demonstrates an awareness of, and sensitivity to, the needs and concerns of individuals from different perspectives, cultures, and backgrounds. These differences may include education, job preference, work style, race, gender, country of origin, disability, age, sexual orientation, gender identity, etc. Respects differences and adjusts behavior and communication style to best meet the needs of the group or individual. Accepts one's own cultural identity and sees the value of other points of view; and
- **Strives to create a racially equitable work environment:** develops policies, practices, and makes strategic investments to reverse racial disparity trends, eliminate institutional racism, and ensure that outcomes and opportunities for all people are no longer predictable by race. Through consistent behaviors and actions, fosters an equitable work environment. Creates fair and just opportunities and outcomes for all people.

### EDUCATION AND EXPERIENCE

Minimum education: College degree

Minimum experience: Ten or more years of relevant experience.

Licenses/certifications: None

### COMPENSATION

This appointed position has a competitive compensation package. Salary ranges from \$171,007.00 - \$202,718.00 annually, 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.

### TO APPLY

The position will remain open until filled. Priority will be given to those who submit a resume and cover letter by September 4, 2023. To apply and submit your resume for this opportunity, go to [City of Minneapolis career page](#).

The City of Minneapolis is an Equal Opportunity Employer.