

CITY OF MINNEAPOLIS

Director Operations and Engagement

Position profile

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

OUR WORKFORCE

More than 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 others are behind the scenes. However, each City employee 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

Strengthening communities by partnering with residents, neighborhoods, and businesses to make the city safer, healthier and more inviting for all. Core Values: Safety, Health, Livability, Accountability, Customer Services, and Professionalism.

THE DEPARTMENT

The Minneapolis Regulatory Services Department consists of four Divisions: Animal Care and Control, Traffic Control, Inspection Services and Operations and Engagement. Animal Care and Control works with residents to create a safe and healthy community for people and animals. Traffic Control facilitates safe and expeditious traffic flow and public street access to business and residences. Inspection Services promotes safe, supportive, and dignified housing for more than 100,000 rental units, fire and code inspections for residential and commercial buildings. Operations and Community Engagement delivers innovative solutions by leveraging adaptive tools, accurate analysis and strategic coordination, which enables Regulatory Services to provide effective and thoughtful public service to our city, its businesses, and residents.

THE POSITION

Regulatory Services is seeking a strategic, enthusiastic leader who believes that how you do things is as important as what you're doing. This key position in the department reports directly to the department head, leads a multi-faceted division, operates as a primary point person in large-scale intra and interdepartmental initiatives and serves as deputy director of the department.

- Direct the daily operations of the Operations + Engagement division, including direct supervision of staff and responsibility for execution of departmental priorities
- Manage daily and strategic operations of the department, including finance, personnel issues, technology, space, fleet, organizational development, department policies and special projects
- Along with other key leaders, primary contact for elected officials and their staff
- Closely involved in policy development efforts at the local and State level
- Lead department visioning and planning efforts, ensuring citywide goals, policies and plans integrate with internal operations
- Oversee department strategic planning and performance monitoring programs
- Identify issues that may affect Regulatory Services in the future, monitor national, state and local trends; participate in national or state professional organizations.
- Direct community engagement strategy and activities, ensuring stakeholder engagement is prioritized and culturally appropriate
- Lead the activities of the data analysis team, responsible for the preparation of reports, research efforts and presentations to elected officials, stakeholder groups and the public
- Set priorities for programming dedicated to housing stability of both renters and homeowners
- Oversee administrative support operations, including responsibility of the City's rental licensing program, department permitting, records management and retention and overall revenue collections for citations and associated fees
- Direct the activities of the administrative hearing program, responsible for hearing appeals of citation and assessment actions on behalf of the enterprise
- Direct the department's liaison activities between Regulatory Services and internal and external stakeholders
- Work with departmental equity, culture and professional development teams
- Direct the department's annual review program, ensuring 100% compliance
- Lead departmental equal employment opportunity work

DESIRED CAPABILITIES

- Curiosity, a well-developed sense of diplomacy, excellent leadership skills and a passion for making things work better
- Ability to adapt and balance multiple projects at the same time; organize work to meet deadlines and competing priorities
- Strong strategic thinker, able to deftly balance department, community and policy maker needs
- Experience in navigating political environments and working with elected and department leadership
- Nuanced understanding of equity issues and demonstrated ability to work with diverse communities and stakeholders
- Strong people skills, with high emotional intelligence and a genuine interest in developing staff
- Ability to develop and implement public policy and translate existing policies, ordinances, etc. into regulatory services context

- Knowledge of strategic planning, performance measurement, and process improvement
- Demonstrated ability to develop and maintain high level relationships with elected officials, department heads and stakeholders
- Experienced project manager, including leading initiatives, facilitating groups and delivering high-quality results and recommendations
- Clear and effective communication, including the ability to present to and write for multiple audiences and from specific points-of-view
- Thoughtful change-maker
- Strong familiarity with government business processes

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

A Bachelor's degree in Public Administration, Business Administration, Economics, Public Policy, Planning, or an Organizational Leadership Development Degree or a related field, or an equivalent combination of education and experience; master's degree preferred.

Eight (8) years of relevant diverse and progressively responsible experience, including policy work, community engagement, strategic planning and supervisory work.

EQUIVALENCY

An equivalent combination of related education and experience may be considered.

COMPENSATION

This appointed position has a competitive compensation package. Salary ranges from \$132,633.28 - \$157,229.28 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

Applications are open and will remain open until filled. To apply and submit your resume for this opportunity, go to www.minneapolismn.gov/jobs

The City of Minneapolis is an Equal Opportunity Employer.