



CITY OF MINNEAPOLIS

Director of Traffic Control Services

Position Profile

ABOUT THE CITY OF MINNEAPOLIS

The City of Minneapolis is the largest city in Minnesota and nationally recognized as a progressive city with a strong economy and a highly engaged and diverse populace. Minneapolis is well positioned for continued growth and prominence.

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

Our city 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.

OUR WORKFORCE



Over 3500 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.*

THE DEPARTMENT



As Director of Traffic Control Services, you are a key member of Regulatory Services' leadership team. In addition to leading a division with approximately 80 full and part time employees, you will serve in a department with more than 200 employees and an annual operating budget of over \$24 million. Regulatory Services has four distinct business lines:

Traffic Control
Animal Care and Control
Inspections Services
Operations + Engagement

We envision a department that has:

1. High-performing, person-based leadership at all layers of the department
2. Code and policy that is reflective of our values and puts the needs and safety of people and pets first
3. Work organized in ways that are both effective and efficient, with data-driven, proactive programming
4. Well-established pathways for team members to develop and advance
5. Staff who are reflective of our communities and fully prepared to engage

**MISSION STATEMENT
AND VALUES**

Regulatory Services is committed to operating equitably as we engage, educate and enforce. The department strives to incorporate its mission and core values of professionalism, safety and customer service into its decision-making processes and has a focus on data-driven strategies to frame its work.

Division operations + strategic leadership

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, and operates as a primary point person in large-scale intra and interdepartmental initiatives.

The City of Minneapolis and Regulatory Services get things done. You are a change agent whose efforts will impact the culture and work of Regulatory Services and the City for years to come. Major responsibilities include:



- Direct the daily operations of the Traffic Control division, including direct supervision of staff and responsibility for execution of departmental priorities
- Manage strategic operations of the division in partnership with the Operations + Engagement division, including finance, personnel issues, technology, space, fleet, organizational development, department policies and special projects



- Oversee administrative operations, including leading and managing personnel and HR-related activities, financial management, union contract adherence, and records management and retention
- Working in coordination with community engagement staff, implement engagement strategy and activities, ensuring stakeholder engagement is prioritized and culturally appropriate
- Provide leadership on process improvement and data analysis work related to the division to work more effectively and efficiently and provide a high degree of customer responsiveness
- Lead division visioning and planning efforts, ensuring department and City goals, policies and plans integrate with internal operations
- Direct and manage division initiatives both internal and external to the department

MAJOR AREAS OF FOCUS

Department and City leadership

- Along with other crucial department leaders, serve as a key contact for elected officials and their staff
- Close involvement in policy development efforts at the local and State level
- Participate in department strategic planning and performance monitoring programs
- Participate in interdepartmental teams and foster strong relationships with interdepartmental partners to improve Citywide service delivery
- Identify issues that may affect Traffic Control in the future; monitor national, state and local trends; participate in national or state professional organizations

Equity, inclusion + workplace culture

- Direct the division’s liaison activities between itself and internal and external stakeholders, including but not limited to, City leaders and policymakers, unions, external agencies, other government bodies and the business community
- Work with departmental equity, culture and professional development teams to advocate for and support programs and initiatives that will create and maintain an environment where employees want to come to work and are utilizing their strengths to prepare for future roles
- Direct the division’s annual review program, ensuring 100% compliance
- Participate in departmental equal employment opportunity work, including action planning and implementation across divisions to hire, promote and retain a diverse workforce

DESIRED CAPABILITIES

The ideal candidate is curious, has a well-developed sense of diplomacy, excellent leadership skills and a passion for making things work better. The 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.

The Director should possess strong people skills, with high emotional intelligence and a genuine interest in developing staff. 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.

Experience working in a union environment is preferred.

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

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

EDUCATION AND EXPERIENCE

A bachelor’s degree is required, along with a minimum of 8 years of progressively responsible experience which has included supervision of enforcement, involvement in case preparation, and communication responsibilities regarding enforcement procedures and policies. Valid Driver's License

COMPENSATION

This appointed position has a competitive compensation package. Salary ranges from \$105,192-124,700 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. Priority will be given to those who submit an application by **Wednesday, March 3, 2021**. Applicants are encouraged to submit a cover letter and resume online to www.minneapolismn.gov/jobs.

The City of Minneapolis is an Equal Opportunity Employer.