

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):
Vacant
Work Phone:
 2. Class Title (i.e. payroll title):
 3. Working Title (if any):
Operations Manager
 4. Name & Class of First-Line Supervisor:
Natalie Erdman
Work Phone: 279-2358
 5. Department, Division & Section:
Dept of Planning & Community & Economic Development
 6. Work Address:
126 S. Hamilton St.
 7. Hours/Week: 38.75
Start time: 8 End time: 4:45
 8. Date of hire in this position:
NA
 9. From approximately what date has employee performed the work currently assigned:
A
-

10. Position Summary:

This is highly responsible managerial, administrative, and professional work assisting in the administration and operations of the City of Madison Department of Planning and Community and Economic Development (DPCED). Under the general supervision of the Department Director and working closely with the Division Directors, the Operations Manager; facilitates the effective and efficient management of the Department; develops and implements systems that enable the Dept. Director and Division Directors to make better program and operational decisions; and provides analytics that inform decision making and resource allocation. Work is performed under broad management policy and requires considerable independent judgment and discretion in supervising, directing, and controlling the operational activities in assigned areas of responsibility.

11. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)

25% A. **Facilitate the Effective and Efficient Management of the Department and its Divisions**

1. Assist the Department Director and Division Directors in developing and implementing strategic planning efforts and work plans that include the incorporation of performance measures.
- ~~1-2.~~ 2. Provide leadership with regards to development and implementation of strategic planning efforts and work plans for CDA Redevelopment.
- ~~2-3.~~ 3. As a member of the senior management team, develop operational policies, processes and procedure which will improve the Department's and its Divisions' effectiveness. Participate in the ongoing review of policies, procedures and processes.
- ~~3-4.~~ 4. Effectively recommend to the Department Director and Division Directors organizational and policy changes needed to proactively meet community needs and changing conditions.
- ~~4-5.~~ 5. Assist with the setting and reaching of Department and Division goals.
- ~~5-6.~~ 6. Develop and maintain effective working relationships with colleagues, staff, and City official

25% B. **Budgeting and Financial Management**

1. Assist the Department Director and Division Directors with the formulation, development, adoption, implementation and evaluation of operating and capital budgets,
2. Formulate, develop, and monitor operating and capital budgets for CDA Redevelopment,
3. Monitor capital and operating expenditures
4. Gather and analyze financial and budgetary data
5. Prepare operational reports and statistics for use by the Department Director and Division Directors

25% C. **Performance Management and Process Improvement,**

1. Develop and maintain a system for relevant data collection, analysis, and reporting.
2. Establish systems for ongoing evaluation of Department and Division Programs

10% D. **Personnel Development, Training, and Engagement**

1. Support Division Managers in recruitment, interviewing, hiring, orientation, and training of Department personnel.
2. Develop, implement and maintain the Department's Equity and Affirmative Action Plan related to staffing. Establish benchmarks and goals to ensure continued progress.
3. Assist the Department Director in managing employee relations and staff teams that ensure a workplace that fosters employee engagement and diversity.

15% E. **Assist the Department Director in Department Operations**

1. Represent the Department Director as requested at meetings, particularly those related to budget, data, finance and personnel.
2. Maintain communications and effective relationships with the Finance, Human Resources, and Information Technology Departments.
3. Assist the Department Director with various special or administrative projects as needed.
4. Other duties as assigned

12. Primary knowledge, skills and abilities required:

Thorough knowledge of public and business administration principles and practices relative to financial management, process improvement, performance management and administration. Working knowledge of and ability to use computer software applicable to the duties of the position. Ability to manage a wide variety of activities. Ability to develop and maintain effective department policies, practices, and standards within public policy parameters. Ability to provide leadership in the development and implementation of strategic plans. Ability to oversee the implementation of Department policies and procedures. Ability to develop and justify budgetary requests and control budget expenditures. Ability to supervise and review the work of paraprofessional and technical staff with responsibility for budget and financial activity. Ability to establish and maintain effective working relationships with Division Directors. Ability to use effective communication skills to enhance and encourage open dialogue. Ability to communicate effectively both orally and in writing and to speak persuasively before diverse groups. Ability to maintain adequate attendance. Working knowledge of real estate investment, finance and development would be a benefit. Working knowledge of federal subsidies to support housing and/or community development would be a benefit. Working knowledge of community development principals would be a benefit.

13. Special tools and equipment required:

NA

14. Required licenses and/or registration:

None

15. Physical requirements:

The incumbent will be expected to attend meetings in a variety of City Offices that are primarily in the down town. The incumbent will be required to attend occasional night meetings.

16. Supervision received (level and type):

Supervised by Natalie Erdman, Director of the Dept. of Planning & Community & Economic Development

17. Leadership Responsibilities:

This position: is responsible for supervisory activities (Supervisory Analysis Form attached).
 has no leadership responsibility.
 provides general leadership (please provide detail under Function Statement).

18. Employee Acknowledgment:

I prepared this form and believe that it accurately describes my position.
 I have been provided with this description of my assignment by my supervisor.
 Other comments (see attached).

EMPLOYEE

DATE

19. Supervisor Statement:

- I have prepared this form and believe that it accurately describes this position.
- I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.
- I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).
- I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).
- Other comments (see attached).

SUPERVISOR

DATE

Note: Instructions and additional forms are available from the Human Resources Dept., Room 501, City-County Bldg. or by calling 266-4615.