

**Title:** Manager I, II, III

**Department:** Varies

**Job Code:** 1410, 1420, 1430

**Pay Grade:** P, R, T

**FLSA Status:** Exempt

**Bargaining Unit:** Non-Represented

**Established:** 3/98 (Manager I, II)

**Revised:** 4/14, 10/23 (added III)

**EEO Category:** Professionals, Officials and Administrators

## CLASSIFICATION DESCRIPTION

Jobs assigned to this series are responsible for the management, efficient planning, and operations of a division or unit. Responsibilities include budget preparation and monitoring, plan development, contract management, long-range projection and strategy development.

## DISTINGUISHING FEATURES

This series classification includes Manager I, Manager II, and III. Generally, all classes in this series include varying levels of responsibility related to the essential functions. Increasing levels of responsibility or function complexity.

### Manager I

Manager I's are responsible for the administrative, operational and planning functions of a division and/or unit of a department.

### Manager II

Manager II's are responsible for overseeing a larger, more complex or critical project/program. Responsibilities at the II level require extensive technical knowledge and involve complex inter-relationships of a wide variety of technical, financial, and public issues that leads to project decisions. Outcomes have a significant impact on Metro, external agencies and the community.

### Manager III

Manager III's are responsible for a large organizational unit with a significant impact and are delegated substantial discretionary authority to make significant decisions with a high consequence of error, to develop and execute program policy, and to allocate program resources. Outcomes have a significant impact on Metro, external agencies, and the community.

## DUTIES AND RESPONSIBILITIES

### Manager I

1. Develops and implements the Division budget; oversees controls to ensure expenditures are within limits authorized through the budget.
2. Provides supervision over, or leads direction to, support, technical and supervisory positions. Has primary responsibility for or effectively recommends hiring, promoting, transferring, assigning, evaluating performance, initiating salary action, handling grievances, disciplining, and discharging employees.

3. Develops operational work plans and coordinates the division's daily work activities; prioritizes resource demands, and makes appropriate changes as needed.
4. Provides direction and oversight of the division's contracting activities; ensures contract requirements are met and work meets project goals.
5. Participates in formulation and evaluation of policies and strategic direction for the division/unit.
6. Ensures division's compliance with all applicable federal, state, local, Metro and Department rules, policies and procedures.
7. Develops and implements quality standards; evaluates processes and procedures to ensure maximum efficiency and effectiveness of operations.

### **Manager II**

*In addition to duties and responsibilities above, a Manager II:*

1. Develops work programs and identifies key program needs and resources. Assigns section and support staff, materials and services, and identifies program funding sources.
2. Assigns and coordinates the Division's daily work activities. Meets with project teams to discuss project issues and decides appropriate course of action. Ensures priority needs are addressed and projects and program areas are meeting schedules and budgets.
3. Provides supervision over supervisory, professional and technical positions with responsibility for hiring, promoting, transferring, assigning, evaluating performance, initiating salary action, handling grievances, disciplining, and discharging employees.
4. Develops and implements policies, procedures and performance standards to ensure efficient and effective management of operations.
5. Prepares and executes consultant contracts and inter-governmental agreements; ensures federal, state and local contract requirements are met and contracts meet project goals.
6. Assists in developing policy and strategic direction for department for issues relevant to assigned area of operations.
7. Responds to questions and concerns. Develops required information and prepares reports presenting issues and recommendations to Department Director, Executive Officer, and other organizations.

### **Manager III**

*In addition to the responsibilities above, the Manager III:*

1. Leads internal projects and trainings to improve processes, implements new procedures, and continues to educate the team.
2. Direct budget development and administration, including forecasting resources; manage quarterly and annual budget update processes.
3. Direct the development and implementation of policies, procedures, and performance standards to ensure efficient and effective management of operations.

4. Develops policy and strategic direction for department for issues relevant to assigned area of operations.
5. Performs the duties of the Deputy Director when needed.

It is the responsibility of all Metro employees to:

1. Actively participates on committees and/or attends meetings as assigned.
2. Fulfills Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability.
  - Builds and maintains positive relationships and contributes to a positive team atmosphere; engages others in ways that foster respect and trust.
  - Encourages and appreciates diversity in people and ideas – seeks to understand the perspectives of others.
  - Provides excellent customer service – assists the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations.
  - Practices continuous improvement - researches new possibilities, contributes ideas and stays current in field of work.
  - Demonstrates sustainable practices in applicable field and generally for resource use and protection.
  - Works assigned schedule (if applicable) and exhibits regular and predictable attendance.
  - Works in a safe manner and follows safety policies, practices and procedures.
  - Complies with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate.
3. Performs assigned duties during an emergency situation.
4. Performs other duties as assigned.

### **JOB SPECIFICATIONS**

#### **Education/Licensing and Work Experience:**

##### **Manager I**

- Bachelor's degree in the assigned program area or a related field, and
- Three (3) years leading or supervising people, and
- Two (2) years project management experience in area of responsibility, or
- Any combination of experience, education and training which provides the equivalent scope of knowledge, skills and abilities necessary to perform the essential job duties.

##### **Manager II**

- Bachelor's degree in the area of assignment or a related field, and
- Five (5) years leading or supervising people, and
- Two (2) years project management experience in area of responsibility, or

- Any combination of experience, education and training which provides the equivalent scope of knowledge, skills and abilities necessary to perform the essential job duties.

### **Manager III**

- Bachelor's degree in the area of assignment or a related field, and
- Seven (7) years leading or supervising people, and
- Three (3) years project management experience in area of responsibility, or
- Any combination of experience, education and training which provides the equivalent scope of knowledge, skills and abilities necessary to perform the essential job duties.

### **Knowledge, Skills and Abilities:**

- Knowledge of the principles and practices of applicable program area.
- Knowledge of management theory and principles of supervision.
- Knowledge of regulations and laws applicable to area of assignment.
- Skill in budget preparation and expenditure control.
- Skill in computer software programs.
- Skill in decision making, discretion, problem analysis and resolution.
- Skill in negotiations and presentation/selling.
- Skill in math and programming used in certain program areas.
- Skill in effective management and leadership, including team building, personnel supervision, mentoring, talent development, training and performance evaluation in a union environment.
- Ability to provide planning, leadership, and technical oversight in developing goals and objectives for assigned area.
- Ability to communicate successfully with Metro executive staff and managers, the public, and various interest/business groups.
- Ability to develop policy and project alternatives, criteria, and recommendations.
- Ability to prioritize and assign section staff resources to tasks and projects.
- Ability to apply independent judgment and independent action.
- Ability to provide direction, resolve problems, provide assistance, present findings and discuss issues.
- Ability to provide information/reports, respond to inquiries, negotiate solutions, communicate technical information, direct contractors, and conduct general briefings with business and interest groups.
- Ability to apply interpersonal skills and customer service skills,
- Ability to optimize teamwork, creativity and productivity.
- Ability to train and supervise staff.
- Ability to understand, read, speak and write the English language.
- Ability to maintain confidentiality.
- Ability to perform essential duties and responsibilities.

- Ability to perform (with or without a reasonable accommodation) the physical demands in the work environment and operate the tools and equipment.
- Ability to successfully pass the background check and screening requirements if required for the position.
- Ability to possess a current driver's license and driving record sufficient to be insured by Metro insurance carrier if required for the position.

### **SUPERVISION RECEIVED**

- Manager I may receive supervision from a Manager III or higher.
- Manager II may receive supervision from a Program Director or higher.
- Manager III may receive supervision from a Deputy Director or higher.

### **SUPERVISION EXERCISED**

- Manager I, II and III have full supervisory authority to hire, transfer, suspend, lay off, recall, promote, discharge, assign, reward or discipline, or to adjust grievances.

### **TOOLS AND EQUIPMENT USED; PROTECTIVE CLOTHING**

- All standard office equipment, hardware and software is used.

### **WORK ENVIRONMENT**

- Duties are primarily performed in an office environment while sitting at a desk or computer terminal.
- May require outside work with exposure to construction/remodeling work.
- May encounter hazardous situations, equipment and conditions found in such environments.
- Travel, evening meetings and extensive overtime may be required.

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*The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential duties.*