

## PROFESSIONAL/MANAGER I/II/III

### DEFINITION

Under administrative direction, assists, organizes, oversees, and coordinates the operations of a division of the assigned department; reviews the work of staff performing difficult and complex technical and office support related to the departmental function; performs professional work such as analyzing cost, revenue and relevant economic data; maintains and improves related systems; assumes responsibility for a variety of programs, projects and special assignments; and performs related work as required.

### SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from either an Executive Manager or Professional Manager III. Directly or indirectly supervises administrative and technical support staff.

### CLASS CHARACTERISTICS

The Professional/Manager organizes and oversees day-to-day activities and is responsible for providing professional-level support to the reporting manager in a variety of areas. The incumbents are accountable for accomplishing departmental planning and operational goals and objectives and for furthering City goals and objectives within policy and procedural guidelines. Responsibilities include coordinating the activities of the department with those of other departments.

Some positions in this series may be assigned special projects or activities which do not involve the direct supervision of staff, but which involve leadership of major professional or highly technical activities having significant City impact; such assignments may involve supervision, leadership, control, or coordination of contracted service providers or other governmental agencies.

Professional/Manager I is the entry-level managerial class and may serve as a bridge class for professional and technical supervisors. Incumbents have responsibility for one or more major components of the assigned function and/or department and directly supervise at least two lower-level positions. They are expected to work under minimal management supervision and instruction, to exercise considerable independent judgment and initiative while supervising staff, to review and evaluate work procedures, and to recommend and implement improvements.

Professional/Manager II maintains operational control of a discrete, multi-faceted work unit and is greatly involved in program, policy, and procedural development in addition to assistance in the day-to-day management of departmental activities.

Professional/Manager III is a senior managerial class and under general direction, incumbents manage a complex, varied, multi-faceted, fully developed program or division. The scope and complexity of the program is such that there are subordinate supervisors to assist in the administration of the division; provides work direction and assistance to department staff; participates in department management at the policy-making level; analyzes community needs

and designs strategies to prioritize programs and services to meet them; may act as the Executive Manager in their absence.

**ESSENTIAL JOB FUNCTIONS** (Illustrative Only)

- Assists in the development and implementation of goals, objectives, policies, procedures, and work standards for the department.
- Develops and standardizes procedures and methods to improve the efficiency and effectiveness of departmental operations.
- Assists in compiling and administering the budget for the department; conducts short and long-term departmental planning.
- Plans, schedules, assigns, supervises, and reviews the work of assigned staff.
- Recommends selection of staff, trains staff in work procedures; authorizes discipline as required; provides policy guidance and interpretation.
- Performs complex and difficult support work within programmatic and procedural guidelines.
- Oversees processes; ensures adherence to quality standards.
- Reviews and researches a variety of reports, records, and documents; produces a variety of specialized reports; may develop report formats and utilize varied databases.
- Assists in monitoring various researches and analyzes transactions to resolve concerns.
- Updates City records and procedures in assigned areas pursuant to change in law, City policies and procedures, memorandums of understanding, and other pertinent rules and regulations.
- Confers with other departments on questions regarding, and other matters related to assigned areas of responsibility.
- Conducts or directs various research studies; analyzes results; evaluates alternatives, makes recommendations, and prepares narrative and statistical reports.
- Plans and develops policies, procedures, and events for assigned department.
- Advises and guides management to resolve problems and recommends solutions related to departmental or City-wide issues.
- Prepares and directs the preparation of a variety of written correspondence, reports, procedures, ordinances, and other written materials.
- Confers with department representatives, other agencies and employees regarding administration and interpretation of department policies and procedures.
- Prepares designs, specifications and cost estimates for assignments and projects.
- Provides quality control of City functions by reviewing reports, applications, studies, design, and construction; provides enforcement actions to ensure that the quality standards of the City are achieved.
- Provides technical information and instruction regarding applicable procedures and methods; interprets and explains rules, regulations, and procedures, answers questions and resolves concerns.
- May act as the Executive Manager on a relief or assigned basis.
- Attends meetings, conferences, workshops and training sessions and reviews publications and materials to become and remain current on principles, practices, and new developments in assigned work areas.
- Acts as the liaison to other public agencies and private organizations relevant to the assigned project and department.
- Interacts with the public and/or community groups in response to complaints, requests for information, and conflict resolution; develops and participates in activities/programs with community partners.

- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Administrative principles and practices, including goal setting, program development and supervision of staff.
- Principles and practices of public agency budget development, administration, and accountability.
- Computer applications related to the work, including word processing, spreadsheet, and data base applications.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Standard office support practices and procedures, including the use of standard office equipment.
- Records management principles and practices.
- Techniques for dealing effectively with the public, vendors, contractors, and City staff, in person and over the telephone.

### **Skill in:**

- Assisting in developing and implementing goals, objectives, policies, procedures, work standards.
- Planning, organizing, scheduling, assigning, reviewing, and evaluating the work of staff.
- Selecting, training, and providing professional development to staff in work procedures.
- Interpreting, applying, and explaining complex laws, codes, regulations, and ordinances.
- Perform complex, analytical, and legal research work and analysis.
- Making accurate arithmetic, financial, and statistical computations.
- Using English effectively to communicate in person, over the telephone and in writing.
- Using initiative and independent judgment within established policy and procedural guidelines.
- Preparing clear and concise reports, correspondence, policies, procedures, and other written materials.
- Using tact, initiative, prudence and independent judgment within general policy, procedural, and legal guidelines.
- Working in a team atmosphere and participating on a variety of committees to enhance the provision of City services.
- Effectively representing the department and the City in meetings with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Entering and retrieving data from a computer with sufficient speed and accuracy to perform assigned work.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

**Education and Experience:**

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be equivalent to graduation from a four-year college or university with major course work in a field related to the functional area assigned as well as the number of years of experience indicated below. A master's degree may be required for some positions (i.e., City Librarian).

Professional/Manager I: Four years of increasingly responsible experience that includes a minimum of one year in a lead or supervisory role.

Professional/Manager II: Equivalent to two years of experience as a Manager I and five years of increasingly responsible experience in a related field.

Professional/Manager III: One year of experience as a Manager II and six years of increasingly responsible experience in a related field.

Additional experience as outlined above may be substituted on a year-for-year basis for the educational requirement up to a maximum of two years.

**Licenses and Certifications:**

Must possess a valid California class C driver's license and have a satisfactory driving record.

Certifications may be required for selected assignments: i.e.:

- Building Official: Certified Building Official certification
- Capital Projects Engineer and City Engineer: California Civil Engineer license
- Development Services Manager: International Code Council (ICC) Permit Technician certification within one year of appointment
- Police Commander: Basic POST with Supervisory Certification
- Recycled Water Manager, Utilities Planning and Engineering Manager, and Utility Engineer: California Civil Engineer or Mechanical Engineer license
- Senior Development Review Engineer: California Civil Engineer license required within three years of appointment
- Support Services Manager: CPR, First Aid, and POST Public Safety Dispatcher certifications. Must obtain a POST Public Safety Dispatcher Supervisor certification within one year of appointment.

**Physical Demands:**

Must possess the mobility to work in a standard office setting and use standard office equipment, including a computer; mobility to inspect City field sites, to operate a motor vehicle, and to visit various City meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone.

**Other Requirements:**

Most work is performed in an office setting, although there may be occasional exposure to inclement weather conditions, noise, dust, and potentially hazardous materials. Attendance at off-hours meetings and occasional travel are required. May be required to respond to off-hours emergency situations.

**Typical working titles included in this classification:**

Professional/Manager I:

Associate Development Review Engineer  
Associate Planner  
Development Services Manager

Professional/Manager II:

Airport Manager  
Assistant Capital Projects Manager  
Deputy Building Official  
GIS Analyst  
Industrial Waste Manager  
Recreation Services Manager  
Senior Development Review Engineer  
Senior Planner  
Solid Waste Manager  
Support Services Manager  
Stormwater Manager  
Water Utility Engineer

Professional/Manager III:

Building Official  
Capital Projects Engineer  
City Engineer  
City Librarian  
City Planner  
Finance Manager  
Human Resources/Risk Manager  
Information Systems Manager  
Police Commander  
Public Works Operations Manager  
Recycled Water Manager  
Utilities Planning and Engineering Manager  
Wastewater Manager  
Water Resources Manager

This class description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the class change.