

CLASSIFICATION ADDENDUM

Job Title: Service Bureau Manager

Classification Specification: Senior Manager/Program Manager

Barg Unit: Non

Pay Grade: D63-D64

*This classification **addendum** further clarifies job specific duties and requirements of a job within a particular classification. Note: The classification specification document is to be referenced and this document utilized as the addendum (supplement). It is intended to provide additional information, where needed, and is not intended to provide an exhaustive list of duties and responsibilities; specific position assignments will vary depending on business needs.*

Essential Characteristics and Duties Addendum

The Services Bureau Manager is a non-sworn position and has administrative control and operational command for civilian functions in a department. Performs complex analytical and administrative duties including budget preparation and grant administration; supervises staff; may be responsible for operation of enterprise programs; serves as liaison with other departments, program representatives, agencies, and members of the community; conducts long-range and strategic planning in coordination with internal and external departments/agencies; administers contracts; ensures compliance with laws, regulations, codes, and/or standards; provides information, training, and technical assistance; prepares complex technical materials; analyzes and presents a variety of information; makes recommendations; participates as a member of the department Management Team; may represent the department or act in the absence of the Department Director. Performs related duties as assigned.

Qualifications Addendum

An entry-level person would be expected to possess the following or any equivalent combination of knowledge, skills, education and experience in order to successfully perform the job.

Training & Experience:

- In the field of business, public administration, or related with progressively responsible experience in business administration and/or program coordination relevant to the area of assignment, including management experience.

Licensing Requirements:

- A valid Oregon driver's license at time of appointment.
- Complete the NIMS ICS All-Hazards Position Specific Finance/Admin Unit Leader (FAUL) within twenty-four months of hire, depending on area of assignment.
- Complete the ICS All-Hazards Finance Section Chief training within twenty-four months of hire, depending on area of assignment.

Knowledge:

- Principles and practices in medical billing and compliance (Fire position);
- Police department operations and functions (Police position);
- Applicable Federal, State, and local laws, rules, regulations, codes, and/or statutes.

Skills: *(Demonstrated skill in performing the following)*

- Adapting to rapidly changing environments;
- Developing, evaluating, recommending, and implementing processes and procedures;
- Learning operations unique to the department and the City.

Essential Characteristics and Duties Addendum
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Qualification For Grade Progression: N/A

Physical Requirements Addendum

Sedentary Work as defined in the classification specification. Further definition of the physical requirements of the position can be found in a job task analysis. Travel as required.
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Addendum History

Created: 2012.01
2018.02 – Modified by Human Resources



SENIOR MANAGER/SENIOR PROGRAM MANAGER

Classification Specification

City of Springfield, Oregon

A classification specification defines the general character and scope of responsibilities of all positions within a job classification. This description does not list every duty for a given position; specific position assignments will vary depending on business needs.

General Information	
Classification Title	Senior Manager/Senior Program Manager
Classification Code:	MGRSEN
Effective Date:	7/1/2011
Pay Grade:	D63-D65/D71-D72
FLSA Status:	Exempt

Classification Summary

The Senior Manager is responsible to interpret and carry out the programs or objectives developed by Executive Managers. Senior Managers manage and coordinate all activities related to an assigned City division or multiple major program areas including the development of long-range program goals and objectives and allocation of resources within assigned programs or objectives.

Senior Managers make interpretive decisions on behalf of the organization regarding the means for executing the assignments of the relevant Director, subject to constraints imposed by available technology and resources. Such decisions provide context for the work to be accomplished by subordinates supervised within the unit. Responsibilities will vary in accordance with assigned area of responsibility but will generally include: developing and managing budgets; supervision of managerial, professional, technical and administrative support staff; overseeing highly political public policy matters; interpreting and enforcing codes and/or regulations; managing and overseeing complex public and private initiatives and projects; oversees multiple sections with diverse areas of expertise, qualifications and responsibilities.

Based upon assignment, incumbents assist with the strategic and/or functional management of a major department and provide leadership and management for departmental functions; or may assist with the strategic and/or functional management of a major department in a Deputy Director role.

Distinguishing Characteristics

- This is the third level in the program management series and the fourth level in the personnel management series (see Manager/Program Manager D61-D62).
- Sr. Managers/Sr. Program Managers interpret and carry out the programs or objectives set by Executive Managers and decide how best to use the assigned staff and resources.
- Sr. Managers/Sr. Program Managers are differentiated from Executive Managers as responsibility of the higher level classification is concerned with formulating or adjusting programs for major functions/divisions/departments, and allocating resources (facilities, people, money, materials) among these groups, and responsibility is always citywide in nature.
- Sr. Managers/Sr. Program Managers have responsibility for multiple program areas or multiple major projects.

Essential Duties	
<i>The duties listed below are a typical sample; position assignments may vary.</i>	
1	May manage and oversee professional staff to include: prioritizing, assigning, monitoring and reviewing work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures, and maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary recommendations.
2	Manages, oversees, and coordinates all activities related to a department which includes long range planning, coordinating, administering, and evaluating programs, projects, processes, procedures, systems, standards, and/or service offerings; ensures compliance with Federal, State, and local laws, regulations, codes, and/or standards.
3	Manages and participates in the analysis of management information; formulates recommendations based on findings; manages priorities, work processes, and procedures; ensures adherence and compatibility with organizational goals.
4	Manages and participates in the preparation, review, and submittal of a variety of reports, reconciliations, promotional efforts, communications, schedules, tables, and/or statements to and from internal departments, financial institutions, governmental entities, and external agencies.
5	Represents the City at a variety of meetings, public events, training sessions, on committees, and/or other related events in order to prepare and presents written and oral reports to the City Manager, Council, boards, commissions, other governmental agencies, and community groups; responds to complex and sensitive inquiries.
6	Performs administrative oversight of agreements, contracts, grants, and/or regulatory compliance issues.
7	Prepares and administers budgets and grants; responds to grant opportunities and budget requests; prepares cost estimates for budget recommendations; submits justifications for budget items; monitors and controls expenditures.
8	Researches and develops new programs, philosophies, methodologies, and other applicable items. Identifies, develops and implements new and/or revised programs.
9	Actively supports an inclusive and respectful work environment.
10	Performs other duties of a similar nature or level.

Qualifications	
<i>An entry-level person would be expected to possess the following or any equivalent combination of knowledge, skills, education and experience in order to successfully perform the job.</i>	
Training & Experience:	
<ul style="list-style-type: none"> • Bachelors Degree in a related field; and 7-10 years progressively responsible experience in a field related to area of assignment; and 3-5 years of program and or personnel management experience. 	
Degree and Licensing and/or Certification Requirements:	
<ul style="list-style-type: none"> • Based upon assignment, a Master's Degree may be required. • Based upon assignment, specified licenses and/or certifications may be required. • Valid Oregon Driver's license at time of appointment, depending on area of assignment. 	
Knowledge Required:	
<ul style="list-style-type: none"> • Business and management principles and practices; • Public administration principles and practices; • Policy and procedure development practices; • Advanced principles and practices and systems of assigned area of responsibility; • Strategic planning principles; • Budget development and administration principles and practices; • Grant and/or contract administration principles; 	

Qualifications

- Applicable Federal, State, and local laws, rules, regulations, codes, and/or statutes;
- Research methods;
- Inclusive and respectful work place practices.

Skills Required: *(Demonstrated skill in performing the following)*

- Creating, modeling, and maintaining a respectful and inclusive work environment;
- Developing and monitoring safe work practices, and managing hazards in accordance with best practices;
- Personnel administration;
- Delegating and prioritizing work and managing multiple projects;
- Mediating and resolving conflict; advanced problem solving;
- Interpreting and applying Federal, State, and local laws and regulations;
- Securing the confidence and cooperation of other agencies, officials, and staff;
- Developing and implementing strategic plans, goals, objectives;
- Conducting research;
- Developing and administering budgets;
- Evaluating programs, service delivery, resource allocation and utilization for quality improvement;
- Preparing and giving presentations;
- Participating on various committees, as assigned;
- Using computers and related software applications;
- Strong interpersonal skills and emotional intelligence;
- Communication, interpersonal skills as applied to interaction with coworkers, management, City officials, City Council, the general public, etc. sufficient to exchange or convey information and to receive work direction;
- Working effectively with clients, co-workers, employees, supervisors, and others from diverse backgrounds.

Physical Requirements

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Incumbents may be subject to travel.

Classification History

2009.06 – Draft prepared by Fox Lawson & Associates, LLC (CC)
2010.11 – Revisions by HR
2011.07 – Adopted
2016.04 – Revisions by HR