

REPORT NO: 14 65
DATE: 2/6/2015
ANALYST: Michael Hebner

CLASSIFICATION REPORT

PROPOSED TITLE: Manager Field Support

CURRENT TITLE: New

INCUMBENT: Vacant

REASON FOR REQUEST: Department request review to verify appropriate classification for a proposed appointed position

DATE QUESTIONNAIRE SUBMITTED: 1/14/2015

DATE OF PREVIOUS STUDY: N/A

DISPOSITION OF PREVIOUS STUDY: N/A

PERSONS INTERVIEWED: Brett Hjelle, Director PW Business Administration

RECOMMENDATION: Establish the position as Manager Field Services, (Appointed, Grade 11, 513 points)

The Director of Public Works and the Director of Public Works Business Administration have requested a review of a position which will oversee Public Works safety and training programs and coordinate cross-divisional staffing and equipment needs. It will promote safe and efficient field operations and positive and constructive employee and labor relations. It will also develop and oversee emergency management policy and procedure development as well as department wide training.

The proposed duties of the position include:

- Oversee and coordinate all Public Works employee safety-related matters and initiatives.
- Develop a strategic plan to communicate and market the importance of safety/security within Public Works.
- Oversee the dispatching of City-owned equipment, including arranging and dispatching rental equipment and dispatching employees to various job assignments in an effort to fulfill user work requests and business needs.
- Oversee and coordinate all Public Works safety, equipment, and field operations training.

- Oversee and coordinate all Public Works field multi-divisional training needs including training assessments, vendor negotiations and contracts/agreements, and evaluation of training program results.
- Lead, coordinate, implement and evaluate all activities related to the Public Works Emergency Management Program.
- Represent Public Works and Public Works' interests on enterprise-wide emergency management initiatives.
- Ensure adherence to all State and Federal safety requirements (OSHA, HazMat and DOT) and develop a system to address all alleged violations.
- Ensure all usage records for Public Works personnel and equipment are updated and maintained.
- Monitor overall Public Works accident and injury trends and implements strategies to minimize employee and financial risk.
- Recruit and maintains a list of temporary employees to ensure division work needs are met on a timely basis.

POSITION ANALYSIS

PREREQUISITE KNOWLEDGE

The position requires Bachelor's Degree with major coursework in Business Administration, Public Administration, Industrial Safety, Management, or an equivalent related field. It requires five years of experience allowing of broad knowledge of Public Works Operations. The job will require experience supervising and scheduling employees, working in a Union environment and planning and coordinating resources among competing business and resource needs. It requires knowledge of and experience working with the USDOT and OSHA regulations. It requires familiarity with Emergency Management planning and operations.

The position will require commercial driver's license class C.

A rating of **60 points** will be applied.

DECISIONS AND ACTIONS

The position will be responsible for assigning employees with the title of Public Works Service Worker I and II to different divisions; resolving bargaining unit concerns; facilitating cross-divisional cooperation and coordination of resources, work, and training. It oversees the Public Works Safety and Training programs, manages the overall budget for the Field Coordination Unit, oversees the coordination of construction equipment, and manages the Public Works Emergency Management program. Operational decisions of the position include determining seasonal and permanent hiring needs for department (biannually). The position is responsible for arranging employee schedules seasonally. It creates, reviews, and approves plans and procedures, including approval of variances from established plans and procedure The position will authorize overtime create, review, and approve documents the position will facilitate meetings, resolve issues with Labor Unions, and address cross-divisional resource coordination issues.

A rating of **60 points** will be assigned. Jobs at this level supervise critical work groups, manage a specialized function and/or serve in a senior advanced analytical capacity. Decisions tend to have greater impact on the organization due to greater City-wide impact, more notable budgetary impacts, or longer-term impacts. Work is varied and complex, usually involving multiple phases of a major function. Matters dealt with are broad in scope with complex and unusual problems being encountered frequently. Performance generally has influence on finances or delivery of services; errors or inadequacies could cause serious inconvenience, embarrassment or expense. The incumbent is expected to make decisions and take action on problems that arise and to develop solutions to problems involving advanced principles and techniques and original thinking. At this level, work is done under supervision in accordance with broadly stated policies or principles, sometimes of advanced nature and with latitude for the exercise of independent judgment. Decisions and actions are subject to prior approval in high cost, complex or unusual cases.

SUPERVISORY RESPONSIBILITY

The position will supervise the Fleet Services Training Manager, the Manager Safety Programs, and the Equipment Dispatchers, and have management authority over two Public Works Safety Specialists. A rating of **10 points** is appropriate and will be assigned.

RELATIONSHIPS RESPONSIBILITY

Within the Public Works Administration Division the position will work with the Director, Public Works Business Administration, receiving guidance and support for the overall Public Works Field Coordination, Safety and Training functions assigned. It will work with the Manager Administration to understand and coordinate employee issues and training. It will work with the Manager, Finance regarding the financial goals of the department. The position will interact with the Director, Fleet Services regarding coordination of fleet needs on a weekly basis.

In other Divisions of the Public Works Department the position will interact with General Foremen and Supervisors in multiple PW Divisions regarding training, safety, and personnel. It will work with the Deputy Director – Public Works to provide information and operational support. The position will work with the Director, Public Works (City Engineer) regarding safety metrics and providing accident/injury reviews to mitigate financial risk to Public Works Department.

Outside the Public Works Department but still within the City Service the position will work with the Office of Emergency Management to coordinate and plan emergency management activities. It will work with the Risk Management Division of the Finance Department, on subrogation issues, and troubleshooting on various related issues. The position will coordinate with the Fire Department for OSHA and other Safety training exercises. It will interact with the Health Department regarding training exercises and Enterprise-wide Safety concerns. The position will coordinate with the Minneapolis park and Recreation Board regarding the loaning personnel as needed.

Outside the City Service the position will work with Labor Union Representatives to exchange

information and resolve issues, It will be in contact the Minnesota Department of Transportation to exchange information and consult regarding training for Public Works Staff. The position will interact with the Minnesota Safety Council to consult regarding training and related issues. It will review safety program information and case information with the Minnesota Occupational Health and Safety Administration (OSHA). The position will work on coordinating training and best practices with Hennepin and Ramsey Counties. It will also pursue training partnerships and training coordination with various technical schools.

A rating of **55 points** will be applied. Jobs at this level are supervisory over major areas of responsibility or have special communication responsibility related to the duties of the job, including high level coordination and/or specialized consultation. At this level the incumbents have to work with a wide variety of contacts, both internal and external of the system to communicate issues, and deal with problems. They must exercise discretion in release of information. They are responsible for coordination of major efforts, and are expected to enlist cooperation and collaboration from various agencies and groups. These jobs may be involved in technical issues of major importance in the areas where they are assigned and have important liaison duties with other staff, divisions and departments, they also are charged with coordination of vendor activities, oversight over consultants.

WORKING CONDITIONS

The position will primarily be an indoor office position with exposure to the normal office equipment. It may occasionally perform work outside related to dispatch of equipment or staff, or to safety issues. A rating of **20 points** is appropriate and will be assigned

EFFORT

The effort in the position will be mental effort in managing important safety, training, and dispatch activities for the Public Works Department. The work will entail the gathering and analysis of information, and the development of strategies to communicate the importance of safety to Public Works Employees. The job entails mental effort in managing the overall budget for the Field Coordination Unit There is mental effort in coordinating construction equipment logistics. There is mental effort in managing the Public Works Emergency Management program. It will be involved in developing and planning training for safety and emergency response. The job will have high level coordinating responsibilities with a broad array of individuals and organizations for dispatch, training, emergency response planning, and for assuring safety guidelines and regulations are met. There will deadlines to meet in dealing with the events like snow emergencies and other critical incidents.

A rating of **50 points** will be assigned. At this level jobs require considerable mental effort in coordinating programs and projects, managing communications for bigger departments, or providing technical services to a major department. Jobs at this level perform high level staff support and analyst work with deadline pressures to complete projects within funding, schedule and scope requirements; there is need to pay close attention to detail. There is mental effort in developing plans, creating training, planning and implementing communications plans and activities. Work includes dealing with complaints and other issues that arise in assigned areas.

These jobs require mental effort and close attention to detail when reviewing financial and other information. Supervisory and managerial jobs typically are supervising professional, technical, and analytical level staff and share in the work; they are under pressure in the area of accountability, which involves City resources and can have impact on City development, and/or image.

According to the Director Public Works the position meets the criteria for appointed positions under the Minneapolis Code of Ordinance, Section 20.1010 as follows:

1. The person occupying the position must report to head of the designated City Department or the Designated City Department Head's Deputy.

This position will report to the Director of Business Administration, who reports to the Public Works Director.

2. The person occupying the position must be part of the designated Department Head's management team

This position is part of the Public Works management team.

3. The duties of the position must involve significant discretion and substantial involvement in the development, interpretation, or implementation of City or department policy.

The position includes responsibilities to develop, interpret, and implement policy and procedures in the Public Works Department in the areas of field support, training, and safety. It is responsible for supporting executive level decision making by providing recommendations and input into strategic planning and policy design.

4. The duties of the position must not primarily require technical expertise where continuity in the position would be significant.

The position exists to provide strong leadership, communication, and supervisory skills to the areas of field coordination, safety, and training.

5. There is need for the person occupying the position to accountable to, loyal to, and compatible with the Mayor, City Council, and the Department Head.

The position will require in a close working relationship with the Public Works Director and Deputy Director on implementing the vision and goals of the department leadership team. It will be ultimately accountable to the Public Works Director, the Mayor, and the City Council.

RECOMMENDATION:

Establish the position as Manager, Field Services, (Appointed, Grade 11, 513 points)

CLASSIFICATION FACTOR WORKSHEET								
Benchmark Classifications	Factors						Total Points	Grade Level
	1	2	3	4	5	6		
Equipment Dispatcher	40	40	35	45	20	40	370	8
Fleet Services Training Coordinator	45	45	0	45	30	45	398	8
Manager Safety Programs	55	55	5	50	30	45	470	10
PROPOSED CLASSIFICATION								
Manager Field Support	60	60	10	55	20	50	513	11

1. Prerequisite Knowledge
2. Decisions and Actions
3. Supervisory Responsibility
4. Relationship Responsibility
5. Working Conditions
6. Effort

Exemption

The position will be compensated on a salary basis (as defined in the regulations) at a rate not less than \$455 per week. The position's duty will be managing a customarily recognized department or subdivision of the enterprise – the dispatch and safety units, and the Fleet Services Training Coordination area. The person hired will customarily and regularly direct the work of three other full-time employees or their equivalent; and they will have the authority to hire or fire other employees, and their suggestions and recommendations as to the hiring, firing, advancement, promotion or any other change of status of other employees must be given particular weight in the City system.