



**Technical Skills**

Considerable knowledge of: Principles and practices of management and supervision; Public sector budgeting principles and practices; Applicable laws, rules, ordinances and regulations; Theories, principles and operational practices applicable to the area of assignment; Techniques for effectively representing the City, including making public presentations and dealing with a variety of individuals and groups from various socio-economic, cultural, and ethnic backgrounds. Effective at problem analysis and problem solving

Ability to: Develop division activities, goals and objectives, create program evaluation tools to evaluate the effectiveness of the division. Apply theories, principles and procedures in the area of assignment Supervise and evaluate staff, directly or indirectly; Manage multiple tasks, often with competing deadlines; Develop, implement, interpret and explain applicable laws and regulations; Prepare clear, concise and informative reports; Handle difficult and sensitive situations using sound, independent judgment within general policy and legal guidelines; and Communicate effectively with co-workers, supervisors, the general public, representatives of public and private organizations to exchange or convey information.

**Education and Experience**

Accredited Bachelor’s degree and five (5) years of related professional experience of a progressively responsible nature in a public or private sector program that includes one of the following: neighborhood preservation, enforcement or engagement; environmental policy and/or compliance; cultural arts; resident/business customer center management; animal control or resident assistance programs.

OR

Accredited Master’s degree and three (3) years of related professional experience in a public or private sector program that includes one of the following: neighborhood preservation, enforcement or engagement; environmental policy and/or compliance; cultural arts; resident/business customer center management; animal control or resident assistance programs.

OR

High School diploma or equivalent and nine (9) years of related professional experience of a progressively responsible nature in a public or private sector program that includes one of the following: neighborhood preservation, enforcement or engagement; environmental policy and/or compliance; cultural arts; resident/business customer center management; animal control or resident assistance programs

Must pass a background check as prescribed by the City.

**Certificates/ Licenses/Special Requirements**

Supervision is exercised over subordinate professional and clerical employees.

**Supervisory Responsibility**

Work is performed under general direction with wide latitude for the exercise of independent initiative and judgment.

**Supervision Received**

Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. Reasonable accommodation will be provided to qualified individuals with disabilities. The City of Kansas City has the right to revise this job description at any time. The job description is not to be construed as a contract for employment.

**Created** 12/13

**Revised** 11/16, 11/17, 8/2022, 3/2023, 7/2023, 4/2025