



City of Kansas City, Missouri Job Class Specification

Job Title:	NCSD DIVISION MANAGER	Department:	NCSD
Job Code:	3150	Status:	EXEMPT
		Grade:	EX-5

Summary

This is responsible professional administrative work in directing a division of the Neighborhoods Department.

Under general direction of a Director or Deputy Director, a Division Manager performs highly responsible administrative duties, technical and/or specialized work related to the management of a division within the Neighborhoods Department. Division Managers may also oversee a city-wide service(s) whose goals, objectives and policies have a considerable impact on organizational priorities. Key responsibilities include knowledge of city processes and policies, developing division goals and objectives, managing staff through direct and subordinate managers and supervisors, developing policies and procedures related to division activities, developing and administering division budgets, conducting short and long range planning.

Duties and Responsibilities

- Directs the development and implementation of goals, objectives, policies, procedures and work standards for assigned division.
- Develops and monitors the division's budget. Oversees financial well-being of the division by managing revenue, analyzing cost effectiveness and directing cost control activities. Prepares, submits and justifies budget enhancement requests to the Director or their designee.
- Prepares and recommends amendments to and revisions of related codes and ordinances.
- Promote and maintain effective working relationships with interested industry groups, neighborhood groups, property owners, and other stakeholders.
- Submits detailed written reports, makes recommendations, and implements plan of action to completely utilize the legal system and/or alternative resources to implement division and department goals.
- Support the Office of Citizen Engagement on a wide range of initiatives to educate and connect residents with City services, programs, and opportunities to engage.
- Integrate multiple sources of information and data into clear and concise reports and presentations.
- Offer guidance in the development and implementation of performance metrics for engagement opportunities across all departments.
- Manage efforts to inform residents about the City charter, ordinances, and resolutions through a combination of responsive and outreach activities.
- Stay up to date and informed on all City engagement efforts to educate and connect residents with City services, programs, and opportunities to engage.
- Gather and report data on neighborhoods, gaps in services, and resources for residents.
- Build and maintain relationships with all departments, neighborhoods, non-profit organizations, and representatives of community businesses.
- Performs related duties as required, including emergency responses as deemed applicable by the Director of Neighborhoods.

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 seven (7) 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; resident assistance programs to include two (2) years of supervisory experience in the related areas.

OR

Accredited Master's and five (5) 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; or resident assistance programs to include two (2) years of supervisory experience in the related areas.

**Certificates/
Licenses/Special
Requirements**

Must pass a background check as prescribed by the City.

**Supervisory
Responsibility**

Supervision is exercised over subordinate professional and clerical employees.

**Supervision
Received**

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

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