



City of Kansas City, Missouri Job Class Specification

Job Title: Division Operations Manager

Department: Multi

Job Code: 1320

Status: EXEMPT

Grade: EX5

Summary

Under general supervision, incumbents manage, develop, monitor, and evaluate programs and procedures in an assigned division within the Department. Responsible for evaluating and modifying programs and responsibilities of the division to include short and long-term planning activities; budget preparation and implementation; analyzing programmatic practices and procedures; and developing and implementing recommendations for operational, policy, and procedural improvements for the assigned division.

Duties and Responsibilities

- Manages, coordinates, monitors, and evaluates division activities in assigned area of responsibility; ensures compliance with specific regulatory requirements, industry best practices, grant(s) and alternatively funded programs.
- Plans, develops and directs the implementation of programs, ensuring adherence with Department and City goals, objectives, policies and procedures.
- Establishes and maintains collaborative partnerships with other City departments; state, regional and local agencies; community-based organizations, and businesses; develops and implements strategies to manage comprehensive programs in the assigned area.
- Manages, prepares and reviews programs to ensure compliance with funding requirements, including researching demographic and statistical data necessary for the applications and required reporting.
- Participates in the development of the division budget and completes all mandated reporting associated with grant funds and regulatory compliance.
- Reviews reports and records of activities to ensure progress toward specified program objective; compiles and analyzes data related to program activities and operations.
- Prepares promotional and informational materials; makes presentations to City management staff, elected officials, individuals and groups regarding assigned programs.
- Supervises and evaluates assigned staff; provides instruction for assigned tasks, coaches and counsels with an emphasis on professional development.
- Maintains data and files in assigned area of responsibility, which may include creating and maintaining an active database.
- Develops, designs and implements sound safety policies, training and procedural recommendations.
- Participates, prepares, and provides presentations in a variety of meetings and committees.
- Perform related duties as required.

Technical Skills

Thorough knowledge

- Community and public relations principles and practices.
- Best practices in regards to assigned programs.
- Methods in developing workflow processes, standard operating procedures and program schedules.
- Writing principles and report writing techniques.
- Principles of supervision, training, and performance evaluation.
- Basic municipal government operations, procedures, techniques, and demands.
- Principles and practices of record keeping and database management.
- Office procedures, methods and equipment including computers and applicable software application such as word processing, spreadsheet, and databases.
- Basic budgetary principles and operations at the local government level.
- Applicable local, state and federal laws, regulations and codes in the assigned program area.

Considerable knowledge of:

- The organization, programs, and operations of municipal departments

Ability to:

- Monitor activities of program compliance, to evaluate the progress of the intended goal.
- Select, supervise, train and evaluate staff.
- Gather information and make policy and procedural recommendations.
- Understand, explain, interpret, and apply applicable department, local, state, and/or federal requirements.
- Understand the principles and practices of public and/or enterprise funding, as well as management techniques and procedures.
- Communicate effectively verbally and in writing, and ability to prepare clear, concise, and comprehensive reports, records, and other written and electronic documents.
- Exercise sound, independent judgment and critical thinking within policy guidelines.
- Use computers and applicable software applications, including generating reports, maps, charts, graphs, and other visual or electronic aids.
- Maintain program files, records, and information.
- Establish and maintain effective working relationships, including strengthening partnerships between the City of Kansas City, Missouri departments, divisions and the community.
- Operate modern office equipment including computer equipment.

Education and Experience

Requires an accredited bachelor’s degree and five (5) years of progressively responsible experience in personnel supervision and/or project, program, or operational development and administration within an organization.

OR

High school diploma and nine (9) years of progressively responsible experience in personnel supervision and/or project, program, or operational development and administration within an organization.

**Certificates/
Licenses/Special
Requirements**

None

**Supervisory
Responsibility**

Exercises supervision over assigned staff.

**Supervision
Received**

Work is performed under general supervision.

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

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