



Career Service Authority

Branch Manager

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GENERAL STATEMENT OF CLASS DUTIES

Directs and supervises the operations of a branch office for an agency or department.

DISTINGUISHING CHARACTERISTICS

The *Branch Manager* class manages and administers the activities for a branch office. This class also performs second-line supervisory duties over employees that perform specialized and/or technical office support duties. This class is distinguished from the *Supervisor of Administrative Support I* which is a first line supervisor over workers performing office support duties. This class is also distinguished from the *Supervisor of Administrative Support II* which uses communication and organizational skills to coordinate, supervise, manage or train others to accomplish operational goals and supervises two or more Supervisor of Administrative Support I positions. Whereas the *Branch Manager* is responsible for the daily operations of a branch office which requires exercising a high degree of initiative, judgment, discretion and decision making to integrate organizational priorities, meet deadlines, solving problems and achieve objectives in a remote location. This class is distinguished from the *Operations Administrator* classification which supervises subordinate supervisors and/or professional level staff and assists division level managers with the operations or functions of a division in a large charter department and includes assisting with developing and managing the budget for the work unit(s) assigned and allocating funds.

Guidelines, Difficulty and Decision Making Level:

Guidelines are in the form of stated objectives for the section, unit, function or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit or project. Duties performed involve employing theory/principles to weigh and evaluate factors requiring judgment, analytical ability and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

Interpersonal Communications and Purpose:

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion and judgment and specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised:

Supervises subordinate supervisor(s) and/or employees who do not supervise.

ESSENTIAL DUTIES

Manages and administers the activities for a branch office by establishing the goals, priorities and work assignments for the assigned functions or works units.

Ensures compliance with rules, regulations, state and federal laws and City ordinances.

Researches records and compiles and analyzes legal requirements to provide information to the public and other jurisdictions.

Resolves computer and equipment problems with intergovernmental network systems including identifying/troubleshooting and logging problems and referring the problems to the appropriate information technology resource.

Monitors a property lease contract which includes building maintenance, snow and trash removal, janitorial services and security specifications.

Implements and interprets policies and procedures developed by higher level managers or supervisors. Assists in developing, recommending and coordinating the implementation of new procedures for the assigned functions or unit.

Resolves operational and unforeseen procedural problems and addresses other concerns as directed or necessary.

Develops or modifies work plans, methods and procedures, determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments; encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems and mediates conflict encountered during daily operations and determines appropriate solutions; promotes teamwork. Encourages regular communication, informs staff of relevant business issues and their impact on the organization.

Develops the performance enhancement plan, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Develops and implements training and development plans and opportunities for subordinate staff.

Motivates and guides others toward goals.

Documents causes for disciplinary action and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

By position, ensures the creation and establishment of legal records of vehicles for Denver County.

By position, participates in planning and managing budget systems; prepares and presents budget recommendations to higher management; adjusts work plans/activities as a result of budget changes.

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Core Competencies:

Internal Controls/Integrity - Assures that effective internal controls are developed and maintained to ensure the integrity of the organization. Identifies needed resources and develops plans for carrying out work in a timely manner. Monitors and evaluates progress to ensure that policies are implemented to accomplish the organization's mission.

Oral Communication - Expresses ideas and facts to individuals or groups effectively, makes clear and convincing oral presentations, listens to others and facilitates an open exchange of ideas.

Problem-Solving - Identifies and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes between relevant and irrelevant information to make logical judgments.

Written Communication - Expresses facts and ideas in writing in a succinct and organized manner.

Technical Competence - Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise (for example, engineering, physical science, law, or accounting); maintains credibility with others on technical matters.

Leadership - Inspires, motivates and guides others toward goals; coaches, mentors and challenges staff, adapts leadership styles to various situations, models high standards of honesty, integrity, trust, openness and respect for individuals by applying these values daily.

Flexibility - Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles; effectively deals with pressure and ambiguity.

Supervising a Diverse Workforce - Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce. Implements diversity policies for subordinate staff; supports opportunities to recruit, develop and retain a diverse workforce; promotes teamwork, acceptance and productivity among diverse persons.

Human Resources Management - Empowers and mentors staff by sharing power and authority; develops lower levels of leadership; shares rewards with staff; ensures staff are appraised, developed, and are otherwise treated fairly.

Interpersonal Skills - Considers and responds appropriately to the needs, feelings and capabilities of others; adjusts approaches to suit different people and situations.

Self Direction - Demonstrates belief in own abilities and ideas; is self-motivated and results-oriented; recognizes own strengths and weaknesses; seeks feedback from others and opportunities for self-learning and development.

Team Building - Manages group processes; encourages and facilitates cooperation, pride, trust and group identity; fosters commitment and team spirit; works with others to achieve goals.

Decisiveness - Makes sound and well-informed decisions; perceives the impact and implications of decisions. Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks and evaluates and chooses the best alternative in order to make a determination, draw conclusions or solve a problem.

Conflict Management - Manages and resolves conflicts, confrontations, and disagreements in a positive and constructive manner to minimize negative personal impact.

Client Orientation - Anticipates and meets the needs of clients; achieves quality end-products; is committed to improving services.

Knowledge of supervisory principles and practices sufficient to be able to perform elements of full, formal supervision.

Knowledge of supervisory principles and practices sufficient to be able to develop an employee performance enhancement plan and determine priorities.

Knowledge of supervisory principles and practices sufficient to be able to determine the most appropriate course of action in responding to grievances and in problem resolution/developing alternatives.

Knowledge of department processes, policies, and state laws and regulations sufficient to be able to manage a branch office effectively and ensure compliance with Division goals and policies.

Knowledge of State policies, regulations, and applicable laws sufficient to be able to ensure compliance.

Knowledge of legal administration sufficient to be able to establish and maintain legal documentation.

Skill in exercising a high degree of initiative, judgment, discretion and decision making to integrate organizational priorities, meet deadlines, solving problems and achieve objectives.

Skill in the interpretation and application of written guidelines, precedents and legislation to ensure legal compliance.

Skill in examining documents for completeness, accuracy and compliance to stated requirements.

Skill in monitoring contracts for the agency.

Skill in developing and implementing policies and procedures related to the work assignment.

Skill in applying existing guidelines or creating new approaches to the development and modification of work plans, methods and procedures for the work unit or function.

Skill in prioritizing and scheduling work to allow for its efficient and effective completion.

Skill in reviewing work for accuracy and completeness.

Skill in resolving computer/equipment problems.

Physical Demands:

Sitting: remaining in the normal seated position.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Balancing: maintaining body equilibrium to prevent falling over.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping or otherwise working with hand(s).

Fingering: picking, pinching or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Lifting: raising or lowering an object 10-25 pounds.

Near Acuity: ability to see clearly at 20 inches or less.

Accommodation: ability to adjust vision to bring objects into focus

Working Environment:

Subject to many interruptions.

Pressure due to multiple calls and inquiries.

Subject to varying and unpredictable situations.

Subject to long irregular hours.

Education Requirement:

Associate Degree in Business, Public Administration, Political Science or a related field.

Experience Requirement:

Three years of clerical or technical experience working with the public, interpreting and explaining regulations, policies, standards, and/or procedures to internal/external customers and reviewing and evaluating forms or applications to determine accuracy, completeness, acceptability, or compliance based on extensive knowledge of a specialized area or legal requirements.

Education/Experience Equivalency:

A combination of appropriate education and experience may be substituted for the minimum education and experience requirement.

Licensure and/or Certification:

Completion of the Career Service Authority supervisory training course by the completion of probation.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/1995

REVISED DATE: 09/16/2005

REVISED BY: Nicole Lucero-Holub

CLASS HISTORY Changed class title.

Broadened the General Statement of Duties, Essential Duties and the Education & Experience Requirements to accommodate a broader range of positions.