



Career Service Authority

Page 1 of 5

Executive Director - Civil Service Commission

GENERAL STATEMENT OF CLASS DUTIES

Manages and directs the merit system program for the Denver Police and Fire Departments including entry-level testing and screening, promotional examinations for the classified members, disciplinary appeals for the classified members, manages agency support staff, supervisors and the Background Investigation Unit.

DISTINGUISHING CHARACTERISTICS

Guidelines, Difficulty and Decision Making Level:

Guidelines are in the form of stated vision and objectives for the division or agency.

Work assignment is unstructured and employee is responsible for implementing and managing a variety of objectives, resources, and strategies to achieve the goals of the division or agency. Duties performed include operational and organizational planning, developing standards, schedules, priorities, guidelines, processes, measurement (evaluation) systems, implementation of production and performance management standards, and allocating resources.

Employee is responsible for implementing operational goals and objectives for the management of a range of complex divisions and/or city wide responsibilities and overall functions in which several projects and programs may be in progress with simultaneous, multiple resource involvement. Develops solutions to organizational and operational problems, responsible for organizational management (development, staffing, and conflict), and allocating resources.

Level of Supervision Received and Quality Review:

Under commission 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 are of a non-prescribed nature involving the negotiation and resolution of problems and where exceptional degrees of discretion, judgment, and knowledge are required. Contacts where the exchange of information, support, influence, and cooperation may have a very significant impact on the division, programs, and/or policies of the organization.

Level of Supervision Exercised:

Supervises subordinate supervisor, other Civil Service staff and the Background Investigation Unit.

ESSENTIAL DUTIES

Develops and interprets Commission policies, rules and regulations and office policies, ensuring compliance with the Commissioner's guidelines and appropriate City Ordinances and federal, state and local regulations. Identifies and informs the Commission of issues or policy decisions required.

Works with the Commission to determine the goals and objectives of the organization.

Manages the daily operations of the Civil Service Commission staff and ensures procedures support quality service for the public and department personnel and are adequate to accomplish defined goals and objectives.

Delegates responsibility and authority over operational functions to subordinate supervisors and staff.

Directs the development of the performance evaluation program for the entire organization and develops evaluations for subordinate supervisory and other direct reports. Formally evaluates the work of direct reports and reviews evaluations prepared and submitted by subordinate supervisors.

Develops and manages the Civil Service budget, allocates funds within the budget to accomplish objectives, controls expenditures within established allocations for assigned work functions and ensures costs are maintained on a quarterly basis in accordance with appropriate policies, rules and regulations.

Develops requests for proposals for consulting services contracts as determined by the Civil Service Commission.

Establishes and maintains the organizational communication systems and acts as liaison between the Civil Service Commission, City Council, media, Denver Mayor's Office, Manager of Safety's Office, Chief of Police or the Fire Department, employee groups and other entities.

Resolves operational and unforeseen procedural problems and addresses other concerns as directed or necessary. Resolves problems encountered by employees during the course of the assignment.

Develops and implements staff training and development plans to provide cross training of employees, specific job related training and other approaches to provide opportunities for staff flexibility and development.

Performs research and conducts investigations to prepare formal responses to protests, appeals and other complaints.

Develops and prepares a variety of reports including annual reports regarding consent decrees, court orders and the Commission.

Performs other related duties as assigned or requested.

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.

MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

Integrity/Honesty – Displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self and others; chooses an ethical course of action; is trustworthy.

Oral Communication – Expresses ideas and facts to individuals or groups effectively; makes clear and convincing oral presentations; listens to others; 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.

Reading – Understands and interprets material, including technical information, rules, regulations, instructions, reports, charts, graphs or tables; applies what is learned from written materials to specific situations.

Leadership – Inspires, motivates, guides others toward goals; coaches, mentors, 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 – Implements diversity policies; supports opportunities to recruit, develop and retain a diverse workforce; promotes teamwork, acceptance and productivity.

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

Reasoning – Identifies rules, principles or relationships that explain facts, data or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Self Management – Sets well-defined and realistic personal goals; displays a high level of initiative, effort and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

Teamwork – Encourages and facilitates cooperation, pride, trust and group identity; fosters commitment and team spirit; works with others to achieve goals.

Decision Making – Specifies goals and obstacles in achieving goals, generates alternatives, considers risks and evaluates and chooses the best alternative in order to make a determination, draw conclusions or solve a problem.

Human Resources Management – Empowers staff by sharing power and authority; develops lower levels of leadership, pushing authority down and out throughout the organization;

- shares rewards with staff; ensures staff are properly selected, used, appraised and developed, and are treated fairly.
- Knowledge within the field of human resources management, applying guidelines, developing or modifying work plans and applying common methods and procedures throughout an agency/department and within the work unit.
- Knowledge of employee relations and personnel principles and practices sufficient to be able to administer various human resources programs.
- Knowledge of interviewing techniques sufficient to be able to select and hire appropriate personnel for positions or approve recommendations for subordinate supervisors.
- Knowledge of conflict resolution techniques sufficient to be able to arbitrate and/or resolve conflicts as they arise.
- Knowledge of analysis, statistics and research techniques sufficient to be able to formulate logical recommendations, interpret and analyze data.
- Knowledge of budgeting principles and practices sufficient to be able to assume budgetary responsibilities as required.
- Knowledge of supervisory principles and practices sufficient to be able to perform all elements of supervision.
- Skill in developing, applying and interpreting rules, regulations, statutes, standards, policies and procedures related to human resource functions.
- Skill in exercising initiative, judgment and decision making in solving problems and meeting organizational objectives.
- Skill in ensuring departmental compliance with pre-established guidelines and objectives.
- Skill in applying the principles of staff development to provide staff training and cross-training.
- Skill in developing techniques and methodologies to resolve unprecedented problems or situations.
- Skill in analyzing work functions and developing methodologies to ensure effective and efficient completion of the work assignment.
- Skill in managing, negotiating and coordinating contracts.
- Skill in the development of contract documents.

Physical Demands (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

- Sitting: remaining in the normal seated position.
- Reaching: extending the hand(s) and arm(s) in any direction.
- Handling: seizing, holding, grasping, or otherwise working with hand(s).
- Talking: expressing or exchanging ideas by means of spoken words.
- Hearing: perceiving the nature of sounds by the ear.
- Eye/hand/foot coordination: performing work through using two or more.

Working Environment:

Pressure due to multiple calls and inquiries.
Subject to long irregular hours.
Subject to many interruptions.
Subject to varying and unpredictable situations.

Education Requirement:

Bachelor's Degree.

Experience Requirement:

Three years of professional human resource generalist experience, including two years supervising professional human resources staff.

Education/Experience Equivalency:

Additional appropriate education may be substituted for one year of the minimum experience requirement, except for the two years supervising professional human resources staff.

Two years of the appropriate type and level of experience will serve as an equivalency to one year of education.

Licensure and/or Certification:

None.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 06/16/2000

ESTABLISHED BY: Sandy Klawonn

REVISED DATE: 07/12/2009

REVISED BY: Tony Gautier

CLASS HISTORY Spec updated into current format; competency statements added.