



## Career Service Authority

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### Project Manager II

#### GENERAL STATEMENT OF CLASS DUTIES

Performs advanced professional level project management work on complex, multifaceted projects from inception to completion including the management and coordination of projects that have city-wide impact and requires a global, strategic understanding of city agencies and city policies, standards, and systems.

#### DISTINGUISHING CHARACTERISTICS

This class performs advanced professional level project management work on complex, multifaceted projects from inception to completion including the management and coordination of projects that have city-wide impact. This class is distinguished from the Project Manager I that performs professional level project management work on projects from inception to completion by managing and coordinating departmental projects which includes organizing, administering, and monitoring one or more projects. Additionally, a Project Manager I is distinguished from a Project Manager II in that a Project Manager II is responsible for complex, multi-million dollar projects that involve coordination with a number of external and internal organizations. The Project Manager II is distinguished from the Senior Engineer that performs full performance professional project management work involving major projects or programs in design, plan review, regulatory compliance, and/or construction characterized by size and scope with multiple considerations and application of intensive and diversified knowledge of engineering principles and practices. The Project Manager II is distinguished from the Program Manager that performs professional and supervisory work over program staff, provides leadership, program direction, and long range and short term planning for the program area(s), directs program design, policy development, and performance criteria for program operations, and makes budgetary and resource allocation decisions.

#### **Project Management Definition:**

Project management is a carefully planned and organized effort to accomplish a specific one-time effort/endeavor and undertaken to achieve a particular aim. Project management includes developing a project plan, defining project goals and objectives, specifying tasks, how goals will be achieved, and what resources are needed, and associating budgets and timelines for completion. It also includes implementing the project plan along with careful controls to stay on the "critical path" that is to ensure the plan is being managed according to plan. Project management usually follows major phases including feasibility study, project planning, implementation, evaluation, and support/maintenance.

**Matrix Management** is defined as a style of management where an individual reports to a supervisor and a team leader, one functional and one operational. This is a common practice for project management where an employee reports to her/his assigned supervisor and reports to a team leader/project manager on operational project issues. The employee's supervisor still has overall responsibility for performing the elements of supervision including performance evaluation and approving leave time and the team leader is responsible for performing the elements of lead work while the employee is assigned to a specific project.

***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally in the form of stated objectives only, with issues and factors largely undefined, requiring the employee to exercise creativity and ingenuity in devising criteria, techniques, strategy, and methodologies for approaching assigned projects.

Duties performed involve concepts, theories, and concrete factors to be evaluated and weighed requiring a high degree of analytical ability, independent judgment, and decision-making.

Work assignment is generally unstructured and employee is responsible for organizing complex, varied, and simultaneous coordination of several 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 remedial nature involving the resolution of problems and where some degree of discretion and judgment are required in carrying out a major project(s) of the organization.

***Level of Supervision Exercised:***

Matrix manages and/or coordinates the work of consultants/contractors and other employees who are assigned to specific projects and/or may perform lead work.

**ESSENTIAL DUTIES**

Performs project management work by managing, coordinating, and directing large, complex, multi-disciplinary development, redevelopment, and capital improvement projects including project initiation, development, production/execution, and closing/maintenance and project coordination with city departments, elected officials, affected community and business organizations, and other internal/external stakeholders.

Consults with managers, elected officials, and stakeholders to determine and establish project plans and goals, formulates and defines scope of work and objectives, and develops project work plans including time frames, funding limitations, contract costs, risk factors, staffing requirements, and allotment of available resources to various phases of a project.

Reviews project design(s) and schematics for quality, technical competence, and code and standards compliance, monitors the progress and quality of a project, and resolves problems and project barriers by identifying strategies and approaches to overcome barriers.

Develops project budgets, schedules, work plans, and cost estimates/projections, administers and monitors contracts including contract negotiation and preparation of contract recommendations, and monitors projects for conformance to approved plans and contract specifications.

Prepares pre-bid materials defining scope of work and related information necessary for request for qualifications (RFQ) and request for proposals (RFP), sets up selection board; responds to questions concerning the project and/or contract(s); reviews bids, and prepares recommendation(s).

Develops a communication plan and related project status reports for key stakeholders and provides updates on project activities and information on risks and mitigation strategies.

Prepares and monitors the budget for project planning, design, regulatory, and/or construction phases, recommends project budget needs for annual appropriations, and ensures project deliverables stay on-time, on-target, and on-budget.

Interacts with utility companies, city agencies/departments, and other governmental agencies to obtain necessary permits and clearances and to ensure regulatory compliance.

Matrix manages and/or coordinates and directs the work of consultants and related personnel who have been assigned responsibility for various projects and/or portions of a project and defines and manages the overall change control processes and quality assurance aspects of the project to ensure project success.

Performs other related duties as assigned.

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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

### ***Competencies, Knowledges & Skills:***

**Project Management** – Applies principles, methods, or tools for developing, scheduling, coordinating, monitoring, evaluating, and managing projects and resources including technical performance.

**Public Planning** – Knowledge of functions, principles, methods, and techniques of public planning including those related to community planning, outdoor recreation planning, and natural resource management such as demand forecasting, environmental impact analysis, financial forecasting, and land use planning and zoning

**External Awareness** – Identifies and understands economic, political, and social trends that affect the organization.

**Technical Competence** – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job, works with, understands, and evaluates technical information related to the job, and advises others on technical issues.

**Strategic Thinking** – Formulates effective strategies, determines objectives, and sets priorities and anticipates potential threats or opportunities.

**Vision** – Understands where the organization is headed and how to make a contribution, takes a long-term view, and recognizes opportunities to help the organization accomplish its objectives or move toward the vision.

**Decision Making** – Makes sound, well-informed, and objective decisions, perceives the impact and implications of decisions, commits to action even in uncertain situations to accomplish program goals, and causes change.

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

**Financial Management** – Prepares, justifies, and/or administers the budget for project area, plans, administers, and monitors expenditures to ensure cost-effective support of project policies, and assesses financial conditions.

**Influencing/Negotiating** – Persuades others to accept recommendations, cooperate, or change their behavior, works with others toward an agreement, and negotiates to find mutually acceptable solutions.

**Planning and Evaluating** – Organizes work, sets priorities, and determines resource requirements, determines short- or long-term goals and strategies to achieve them, coordinates with other organizations or parts of the organization to accomplish goals, and monitors progress and evaluates outcomes.

**Risk Management** – Knowledge of the principles, methods, and tools used for risk management and mitigation including assessment of failures and their consequences.

**Interpersonal Relationship and Service Orientation** – Demonstrated competency in working with a wide range of government departments with diverse business needs, interests, expectations, and requirements.

**Oral Communication** – Clearly communicates and explains organizational and program policies and work assignments to staff and communicates information about the program area's activities to peers, higher-level managers, administrative staff of other organizations, and internal and external customers.

**Written Communication** – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner appropriate for context, time, and place. Written materials are of a routine nature and affect the immediate program area(s).

**Interpersonal Skills** – Establishes and maintains constructive and cooperative interpersonal relationships with staff, peers, higher-level managers, staff from other organizations, internal and external customers, and local stakeholder groups to accomplish a program's mission. Adapts approach to different people and situations.

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

**Conflict Management** – Manages and resolves conflicts, grievance, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

**Problem Solving** – Identifies problems, determines accuracy and relevance of information, uses sound judgment to generate and evaluate alternatives, and makes recommendations.

**Performance Assessment** – Knowledge of the principles, methods, and tools for conducting performance assessment to enhance and validate project performance and user acceptance.

**Diversity** – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

**Integrity/Honesty** – Contributes to maintaining the integrity of the organization, displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and is trustworthy.

Knowledge of methods, principles, and tools for managing projects including acquisition and procurement management.

Knowledge of planning, coordination, and execution of business functions, resource allocation, and production.

Knowledge of various types of contracts, techniques for contracting and procurement, contract negotiation, and administration.

Knowledge of supervisory theories and methods sufficient to be able to perform a variety of lead work functions.

***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.

Far Acuity: ability to see clearly at 20 feet or more.

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

Depth Perception: ability to judge distance and space relationships.

Field of Vision: ability to see peripherally.

Color Vision: ability to distinguish and identify different colors.

Accommodation: ability to adjust vision to bring objects into focus.

***Working Environment:***

Pressure due to multiple calls and inquiries.

Subject to many interruptions.

Subject to varying and unpredictable situations.

Subject to long irregular hours.

***Education Requirement:***

Occupational Group	Minimum Education Requirement
Professional Group	Baccalaureate Degree in Business, Management, Public Administration, or a related field.

Engineering and Science Group	Baccalaureate Degree in Landscape Architecture, Architecture, Engineering, Project Management, or a related field.
Fiscal Group	Baccalaureate Degree in Finance, Economics, Accounting, or a related field.

***Experience Requirement:***

Three years of professional project management experience in the related occupational group including planning, managing, and scheduling projects and preparing and reviewing contract documents.

***Education/Experience Equivalency:***

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

***Licensure and/or Certification:***

By position, requires a valid driver's license.

**CLASS DETAIL**

***FLSA CODE:*** Exempt

***ESTABLISHED DATE:*** 09/23/2007

***REVISED DATE:*** 01/31/2010

***DEVELOPED BY:*** Patricia Anderson

***CLASS HISTORY*** This is a new class. The Parks and Recreation Project Manager will be consolidated into this class.  
1/2010 – The definition of Matrix Management was added to the class specification in the Distinguishing Characteristics Section.