



Office of Human Resources  
Branch Manager - CA0910  
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### General Statement of Duties

Manages 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 motor vehicle transactions that are established in legislation, state rules, and City and County policy and procedures. This class is distinguished from the Supervisor of Administrative Support I which is a first-line supervisor over workers performing office support duties. A 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.

### Essential Duties

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

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

Provides shift coverage at other branch offices as needed.

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.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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.

### Competencies

**Decisiveness** - Makes well-informed, effective, and timely decisions, even when data are limited or solutions produce unpleasant consequences; perceives the impact and implications of decisions.

**Delivering Results** - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

**Influencing** - Collaborates with, persuades and influences others.

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

**Coaching** - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

**Written Communication** - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

### Knowledge & Skills

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.

Knowledge of supervisory processes, policies, and procedures to include progressive discipline procedures.

Knowledge of the utilization of Key Performance Indicators (KPI) to measure program progress toward performance goals.

Knowledge of basic usage of desktop computing software applications (word processing, spreadsheets, presentation) for daily work products.

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

Skill in monitoring contracts for the agency.

### Level of Supervision Exercised

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

### Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

### Experience Requirement

Two (2) years of supervisory experience, working with the public, interpreting and explaining regulations, policies, standards, and/or procedures to internal/external customers.

### Education & Experience Equivalency

Additional appropriate education may be substituted for the minimum experience requirements.

### Licensure & Certification

None

### Working Environment

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

### Level of Physical Demand

1-Sedentary (0-10 lbs.)

### Physical Demands

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

Balancing: Maintaining equilibrium.  
Carrying: Transporting or moving an object.  
Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.  
Field of Vision: Ability to sharply detect or perceive objects peripherally.  
Fingering: Picking and pinching, through use of fingers or otherwise.  
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.  
Hearing: Perceiving and comprehending the nature and direction of sounds.  
Lifting: Moving objects weighing no more than 10 pounds from one level to another.  
Repetitive motions: Making frequent or continuous movements.  
Sitting: Remaining in a stationary position.  
Talking: Communicating ideas or exchanging information.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

**Background Check Requirement**

Criminal Check  
Employment Verification  
Education Check

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade:** EX-07

**FLSA Code:** Y

**Established Date:** 9/21/2018

**Established By:** LS

**Revised Date:** 4/27/21

**Revised By:** BM

**Class History:**

Revised general statement of duties, distinguishing characteristics, essential duties, knowledge & skills, and experience.