



Office of Human Resources
Deputy Manager - MA2952
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General Statement of Duties

Provides executive level, strategic leadership and management for a large charter department or independent agency. This is the highest level of management other than appointees or elected officers, with final accountability for overall performance of the department. Directs the operation(s), represents the organization's positions, initiatives and interests in multiple functional and/or operational areas or over a variety of complex divisions to include establishing a multi-year vision and strategic plan for the organization, optimizing resource allocation, fostering innovation, and ensuring the organization accomplishes annual goals and strategic initiatives.

Distinguishing Characteristics

There are four general management classes (Manager, Director, Executive, and Deputy Manager) and specific individual management classes. The Deputy Manager is the highest level of management in a large charter department or independent agency, other than appointed or elected charter officers. (The Executive class may be used as deputy managers of agencies for small to medium sized charter departments.)

A Deputy Manager directs one or more large divisions and is generally responsible for managing executives, directors, managers, supervisors, and individual contributors. A Deputy Manager position has a combination of operational and strategic focus but is predominately strategic.

The large departments within the City are the Department of Transportation & Infrastructure, Department of Human Services, Department of Aviation, Department of Parks and Recreation, and the Department of Safety.

This class is distinguished from the Deputy Manager of Aviation, who performs similar work specifically for the Department of Aviation and is responsible for a major division at Denver International Airport. This class is distinguished from the Deputy Manager of Parks and Recreation, who performs similar work specifically as a Mayoral appointee.

This class is distinguished from Executive which manages and directs multiple divisions within a large charter department or agency. Establishes a multi-year vision and strategic plan for the divisions, optimizes resource allocation, and ensures the divisions accomplish annual goals and strategic initiatives.

Essential Duties

Leads and directs divisions of a large charter department or independent agency. Represents the organization's positions, initiatives and interests with a focus on the delivery of superior customer service; ensures staff is sufficiently knowledgeable and dynamic regarding customer service protocols and performance expectations.

Makes short and long-term precedent-setting decisions impacting multiple functional and operational areas of the department. Works with the department head to develop strategic initiatives, goals, and objectives for the department and its divisions. Leads the performance of the Divisions as related to the department's strategic plan, and the associated department and division level key performance indicators (KPIs). Develops and implements strategies for optimizing performance with the goal of meeting or exceeding the established KPI performance benchmarks.

Works with the executive team to develop and establish standards, procedures, systems and guidelines for the department and its divisions. Provides expertise, consultative guidance and direction to the department head and executive team. Provides expert advice to internal and external stakeholders including elected and appointed officials, citizens, and members of the business community.

Develops and implements policies, programs, operating procedures and practices for the Division and effectively manages operating costs. Ensures all budgets remain at or below established targets.

Coaches, mentors, and challenges staff. Champions continuous improvement, including devising new strategies and new opportunities. Leads staff development initiatives that include training, development, and succession planning.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Fosters an atmosphere of innovation in order to challenge the organization to think creatively, especially as it relates to positive citizen and customer experience opportunities.

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

Thinking Strategically - Thinks strategically and promotes best practices and leading-edge ideas.

Deciding and Initiating Action - Takes responsibility for actions, projects and people; makes quick, clear decisions which may include tough choices, after considering risks.

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

Persuading and Political Influence - Gains clear agreement and commitment from others by persuading, convincing and negotiating. Makes effective use of political processes to influence others.

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

Knowledge & Skills

None

Level of Supervision Exercised

Oversees executives, directors, managers, supervisors in a large charter department or independent agency and may supervise individual contributors.

Education Requirement

Bachelor's Degree in a related field based on a specific position(s).

Experience Requirement

Five (5) years of leadership experience, which must have included executive-level management responsibilities.

One (1) year of management experience must include budget and fiscal oversight responsibility, evaluation of business processes, and policy and decision making experience with planning and organizing multiple programs, projects, operations or functions.

Education & Experience Equivalency

Two (2) years of the appropriate type and level of experience may be substituted for each required year of post-high school education.

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

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Pressure due to multiple calls and inquiries.
Subject to long irregular hours
Subject to many interruptions.
Subject to traffic, roadways, and pedestrians.

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.):

Color vision: Ability to distinguish and identify different colors.
Hearing: Perceiving and comprehending the nature and direction of sounds.
Lifting: Moving objects weighing no more than 10 pounds from one level to another.
Sitting: Remaining in a stationary position.
Talking: Communicating ideas or exchanging information.
Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.
Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Background Check Requirement

Criminal Check
Employment Verification
Education Check
By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

At-Will Position.

Class Detail

Pay Grade: EX-20

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date: 7/1/2024

Revised By: CW

Class History: 11/27/2022 - Revised pay grade as a result of CN1746; 3/14/24 – Revised Education & Experience Requirement; 7/1/24 – Revised Experience Requirement.