DENVER
THE MILE HIGH CITY

Office of Human Resources
Director - EA2759

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General Statement of Duties

Performs "core" mid-level operational management by directing functional and/or operational areas for a division to include implementing annual and multi-year work plans and implementation strategies; ensuring resources are available to achieve work plans; resolving complex business issues; and establishing management practices and processes that ensure the accomplishment of performance standards. Typically has Managers reporting to them.

Distinguishing Characteristics

There are four general management classes (Manager, Director, Executive, and Deputy Manager) and specific individual management classes. The Director is a "core" mid-level management class. A Director manages a division or small agency and is generally responsible for implementing organizational goals within the division, and for supervising managers, supervisors, and individual contributors. A Director is operationally, functionally, and/or strategically focused with primary emphasis on operations.

The Director is distinguished from the Executive who directs multiple divisions and is generally responsible for supervising directors, managers, supervisors, and individual contributors. The Executive class may be used as deputy managers of agencies for small to medium sized charter departments.

The Director is also distinguished from the Manager, a first level management class. A Manager oversees work groups/areas within a division or agency and is generally responsible for supervising first or second line supervisors and/or individual contributors. A Manager position is operationally and functionally focused.

Essential Duties

Performs "core" operational level management by directing functional and/or operational areas for a division. Represents the division'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.

Works with the management team and staff to recommend strategic initiatives, goals, and objectives for the division and once approved, to implement them. Directs the performance of the division by implementing the strategic plan, and the associated division level key performance indicators (KPIs). Develops and implements strategies for optimizing performance of the division with the goal of meeting or exceeding the established KPI performance benchmarks.

Establishes and implements division's standards, procedures, systems and guidelines. Provides expertise and consultative guidance to internal and external stakeholders as assigned which may include elected and appointed officials, citizens, and members of the business community.

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

Directs a division of a department or oversees a small office or independent agency by supervising managers, supervisors, 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 experience at the type and level of functional or operational management, which must have included management of subordinate supervisors.

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, inquiries, and conflict.
Subject to many interruptions.
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.):

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.
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.

Background Check Requirement

Criminal Check
Employment Verification
Education Check

Assessment Requirement

None

Probation Period

At-Will Position.

Class Detail

Pay Grade: EX-15
FLSA Code: Y
Established Date: 9/21/2018
Established By: LS
Revised Date: 10/8/2025
Revised By: OM
Class History: 11/27/2022 - Revised pay grade as a result of CN1746; 3/18/24 – Revised Education & Experience Requirement; 7/1/24 – Revised Experience Requirement; 10/8/25 - Correction to Probation Period per 2025 Master Job Spec File Audit.