



DATE	April 2024
JOB CODE	VARIOUS
FLSA	EXEMPT
PAY GRADE	VARIOUS

JOB TITLE: Manager
DEPARTMENT/DIVISION: Various
REPORTS TO: Director or Assistant City Manager

SUMMARY: Responsible for managing a division at the City of Carrollton. Responsible for planning, managing, and providing direction for division operations. Drafts and implements operational policies and procedures and manages division staff and resources. Work is performed with general direction, working from broad goals and policies.

ESSENTIAL JOB FUNCTIONS:

- Supervises staff, a program, function, or service, which may include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary recommendations.
- Assists in developing and maintaining short and long-term strategic planning processes and coordinates departmental efforts related to assigned area of responsibility.
- Participates in the development of services, programs, policies, and procedures in assigned area of responsibility.
- Coordinates department-wide initiatives for the enhancement and improvement of service and program delivery.
- Ensures compliance with applicable Federal, State, and Local laws, rules, regulations, laws, and policies.
- Serves as a liaison with employees and external organizations; represents the City at a variety of meetings, public events, training sessions, on committees, and/or other related events.
- Participates in coordinating the exchange of information within the organization, with external agencies, and with the public.
- Prepares, reviews, interprets, and analyzes a variety of information, data, and reports and makes recommendations and presentations based on findings.
- Monitors and maintains department inventory and orders required supplies, materials, and equipment to ensure efficient operations.
- Assists in developing and administering the department budget and approves expenditures within established guidelines.
- Performs other duties as assigned.

POSITION SPECIFIC JOB FUNCTIONS:

JOB CODE	ANLSVCM
PAY GRADE	P

Animal Services

- Performs managerial activities related to the daily operations of Animal Services, including all aspects of animal control services, animal shelter services, and the vector control program. Manages multiple federal and state permits to support animal control programs and services.

JOB CODE	CMMTYSM
PAY GRADE	Q

Community Services

- Responsible for the administration and operation of the Community Services division. Manages the enforcement of all applicable city, county, and state environment (health or building) related laws, codes, zoning ordinances, and regulations. Manages activities related to the implementation and management of neighborhood programs and administers the Community Development Block Grant programs.

JOB CODE	DEVPRGMGR
PAY GRADE	Q

Development Services

- Performs managerial level activities related to: transit-oriented development; commercial redevelopment; multi-family development and redevelopment; and special projects as assigned by the Office of the City Manager. Advise City Manager on issues before the City Council, Planning and Zoning Commission, TOD Subcommittee, Redevelopment Subcommittee, Tax Increment Reinvestment Zone, Development Corporation(s), and the general public on TOD and redevelopment initiatives.

Engineering

Capitol Improvement Projects

JOB CODE	CAIPM
PAY GRADE	U

- Responsible for performing work related to planning and managing capital improvement projects related to either infrastructure or facility projects. Duties include: proposing new projects; developing scope; negotiating fees; performing design development and review; managing and coordinating construction activities; and, performing updates on general design standards. Work is performed with general direction, working from broad goals and policies.
- Professional Engineering (PE) License or ability to obtain PE License within nine months of employment.

Civil Engineering

JOB CODE	CIVENGM
PAY GRADE	U

- Performs managerial activities related to capital improvement and private projects, ensuring that construction meets acceptable standards, identifying future drainage project

needs, evaluating and enforcing storm drainage design requirements, and overseeing construction inspections.

- Professional Engineering (PE) License or ability to obtain PE License within nine months of employment.

Transportation Engineering

JOB CODE	TRNSPTENM
PAY GRADE	U

- Performs managerial activities related to the design, construction, and operation of traffic signals and signal operations throughout the City, including transportation planning to accommodate the future transportation needs of the City and the design of street and roadway improvements to meet those needs.
- Professional Engineering (PE) License or ability to obtain PE License within nine months of employment.

Environmental Quality

JOB CODE	CIVENGM
PAY GRADE	Q

- Performs managerial activities related to the implementation, enforcement, and operations for environmental quality related programs including pollution prevention, pretreatment and stormwater, food safety, pools, and water conservation.
- Bachelor's degree in a science field from an accredited school.

Finance

City Treasurer

JOB CODE	CITYTRSR
PAY GRADE	T

- Performs managerial activities related to treasury functions, including banking, cash management, active investment programs, debt, credit ratings, revenue budgets, merchant services, and related financial policies and procedures.

Library

JOB CODE	LIBBRMGR
PAY GRADE	P

- Performs managerial activities related to library operations and facilities, as well as overseeing library divisions including Youth Services, Adult Services, Community Engagement and Access Services.
- Master's degree in Library Science from an ALA accredited school.

Marketing

JOB CODE	MARKETM
PAY GRADE	P

- Performs managerial activities related to writing, designing, and editing marketing materials for City programs. Coordinates media relations and communicates City plans and goals through strategic marketing to internal and external customers.

Parks

Parks

JOB CODE	PARKSM
PAY GRADE	S

- Performs managerial activities related to the acquisition, maintenance, and repair of equipment to facilitate parks maintenance activities, ensuring the needs and safety concerns of the community are met.

Recreation

JOB CODE	RECRMGR
PAY GRADE	S

- Performs managerial activities associated with youth and adult athletic and aquatic programs, facilities, and athletic field maintenance and serving as a liaison with athletic associations, schools, Local agencies, and State/National sports organizations.

Public Works

JOB CODE	PWMSTD
PAY GRADE	S

- Performs managerial activities related to the repair, maintenance, and construction of City infrastructure regarding streets, special operations, traffic operations, water quality/production, water distribution, meter repair services, wastewater collection, utility cuts and departmental capital improvement projects. Responds to emergency situations as needed.

JOB CODE	PURCHM
PAY GRADE	Q

Purchasing

- Performs managerial activities related to the procurement needs of the City including: contracts for products and services; purchasing card program and credit card charges; the sale of surplus property; and applicable general service operations (mailroom, copy center, scanning, and vending).

Planning

JOB CODE	PLNGMR
PAY GRADE	P

- Performs managerial activities related to land use and urban planning matters to meet the short and long-term strategic planning goals of the City.

Plans Review Manager

JOB CODE	PLNRMGR
PAY GRADE	S

- Responsible for supervising a performing professional work in the review of plans and specifications for residential, commercial, and industrial projects and public improvements for compliance with health and life safety requirements. Work performed with general direction and the use of independent judgement and discretion.
- Four years of performing plan review or inspections as code official.
- Certification as a Plans Examiner through I.C.C.; or Licensure as a Professional Engineer or E.I.T.

Police Business Services

JOB CODE	BSVCSMGR
PAY GRADE	P

- Assure the Business Services Unit is operated in accordance with applicable local, state, and federal laws and regulations related to Open Records processes, case filing procedures and requirements and police records retention and disposition operations.
- Maintain liaison with County District Attorney’s offices, Municipal Courts, State Attorney General’s office, Texas DPS, FBI, City of Carrollton Legal department, and contract organizations.

Utility Customer Service

JOB CODE	UCSMAGR
PAY GRADE	Q

- Responsible for managing Utility Customer Service and the solid waste contract at the City of Carrollton. Responsible for planning, managing, and providing direction for division operations. Drafts and implements operational policies and procedures and manages division staff and resources. Work is performed with general direction, working from broad goals and policies.

Workforce Services

JOB CODE	WRKF SVM
PAY GRADE	S

- Performs managerial activities related to strategic initiatives, recruiting, hiring, screening/interviewing, terminations, investigations, employee relations, performance evaluations, HR daily operations and civil service administration.

SUPERVISORY/BUDGET RESPONSIBILITIES:

- Supervisory responsibility over Division staff.

Public Works:

- Monitors budgets of assigned divisions(s).
- Able to step into the Director role in the event of the Director’s absence.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of supervisory principles;
- Knowledge of public administration principles;
- Knowledge of applicable Federal, State, and Local laws, rules, regulations, codes, and/or statutes;
- Knowledge of policy and procedure development practices;
- Knowledge of research methods;
- Knowledge of budgeting principles;
- Knowledge of managerial principles;
- Knowledge of applicable theories and principles related to area of assignment;
- Knowledge of public relations principles.

- Skilled in monitoring and evaluating subordinates;
- Skilled in delegating and prioritizing work;
- Skilled in preparing reports;
- Skilled in developing, evaluating, recommending, and implementing processes and procedures;
- Skilled in managing change and sensitive topics;
- Skilled in adapting to rapidly changing environments;
- Skilled in recognizing problems, identifying alternative solutions, and making appropriate recommendations;
- Skilled in building consensus;
- Skilled in preparing and giving presentations;
- Skilled in coordinating and executing multiple tasks;
- Skilled in conducting research;
- Skilled in analyzing processes and making recommendations for improvement;
- Skilled in prioritizing, organizing, and managing multiple simultaneous projects;
- Skilled in defining problems, collecting data, establishing facts, and drawing valid conclusions;
- Skilled in reading, interpreting, applying, and explaining laws, codes, ordinances, rules, regulations, policies, and procedures;
- Skilled in preparing clear and concise reports, including oral, written, and audio/visual presentations;
- Skilled in maintaining sensitive and confidential information;
- Skilled in gathering and analyzing complex information and making recommendations based on findings and in support of organizational goals;
- Skilled in operating a computer and related software applications;
- Skilled in communicating effectively with a variety of individuals.

MINIMUM QUALIFICATIONS:

- Bachelor's degree in General Business Administration or a related field.
- Five years of progressively responsible experience in the area of assignment, including two years of supervisory experience.
- Certification/licensure may be required depending on area of assignment.

Police Business Services:

- Bachelor's degree in Criminal Justice, Public Administration, or Business Administration from an accredited college or university; AND 5 years of supervisory or management experience; OR
- Associates degree from an accredited college or university AND 7 years of supervisory or management experience.
- Texas Class "C" driver's license

PREFERENCES:

- None.

Police Business Services:

- Experience in police records is preferred.

WORKING CONDITIONS:

- Frequent reaching, talking, seeing, hearing, and manual dexterity.
- Occasional lifting and carrying up to 25 pounds.
- Work is typically performed in a standard office environment.
- Depending on area of assignment, may work in an outdoor environment, with potential exposure to adverse weather conditions.
- Depending on area of assignment, may occasionally be exposed to risk of electrical shock, vibration, fumes, and/or airborne particles.

CONDITIONS OF EMPLOYMENT:

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.

Public Works:

- Must possess a valid motor vehicle driver license

Police Business Services:

- Must pass pre-employment psychological and polygraph test.