

Adopted: June 2006 Revised: June 2014

Class Title: Bureau Manager

BRIEF DESCRIPTION OF THE CLASSIFICATION:

Typically under the general direction of the Director or Assistant Director, the Bureau Manger will lead and manage a major bureau within the designated department. Performs related work as required.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

Physical Strength Code		ESSENTIAL FUNCTIONS
1	S	Provides direct supervision over the assigned Bureau.
2	S	Develops policies and procedures to ensure the Bureau’s programs reflect the best use of allocated funds for the department or division within the department .
3	S	Directs and participates in the preparation and implementation of the bureau’s operating and capital budgets and ensures all work is conducted within budgetary constraints and according to City policy, codes and standards of quality.
4	S	Plans, develops and evaluates program objectives, service levels, revenue generation, and resource utilization.
5	S	Assists with coordinating work and developing plans and strategies by attending meetings with various personnel, contractors, and associations.
6	S	Directs the preparation and implementation of goals and objectives of the bureau.
7	S	Administers the monitoring process of all service contracts, concession contracts and grants within the bureau.
8	S	Through subordinate supervisory personnel, assigns, trains, supervises and evaluates a large staff and their work.
9	S	Performs important and difficult public liaison work in explaining and interpreting bureau programs.

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CLASS REQUIREMENTS:

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Formal Education / Knowledge	Undergraduate degree from an accredited college or university in Public Administration, Business Administration or a related field. MPA preferred
Experience	Four years of increasingly responsible supervisory and administrative experience in management, public or business administration, professional planning or code enforcement, or a closely related field.
Certifications and Other Requirements	Valid Driver’s License, Professional certification and licensure may be required for assignment into special areas such as education/outreach programs, athletics, aquatics, and therapeutic & special needs.
Reading	Work requires the ability to read various reports, directives, and correspondence.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write correspondence and various reports.
Managerial	Managerial responsibilities include allocating resources and equipment, setting goals and objectives, planning and coordinating work, monitoring the budget, and developing and nurturing team initiatives.
Budget Responsibility	Oversees budget preparation of division budget and reviews and approves expenditures of significant budgeted funds for the division and may research and prepare recommendations for city-wide budget expenditures.
Supervisory / Organizational Control	Work requires managing and monitoring work performance by directing subordinate supervisors or administrators, including making final decisions on hiring and disciplinary actions, evaluating program/work objectives and effectiveness, and realigning work and staffing assignments, as needed.
Complexity	Work is governed by broad instructions, objectives and policies. Work requires the exercise of considerable initiative and independent analytical and evaluative judgment.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required.

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Leadership Competencies Required

Non-Applicable	Light	Medium	Heavy	Very Heavy
NA-not required for this position	L = Light used less than 20% in relation to required performance	M = Medium used 20-50% in relation to required performance	H = Heavy used 50-70% in relation to required performance	VH = Very Heavy used more than 70% in relation to required performance
H	Leadership – Effectiveness in “operationalizing” the City of Norfolk’s vision and organizational values, maintain an innovative work force and ensure a work environment and leadership practices that support employees in meeting the quality and quantity standards that achieve excellence in public service.			
M	Problem Solving and Change Management – Effectiveness in identifying problems, evaluating pertinent factors, and offering logical solutions. Includes assessment of individual’s creativity, resourcefulness, execution of innovative leading edge practices, and ability to get things done. Initiative taken to ensure continuous improvement and full implementation of total quality principles based on the performance criteria identified in the Malcolm Baldrige Award.			
H	Strategic Planning and Thinking– Effectiveness in thinking through issues to ensure that the public good is served, blending technical solutions with long term broader goals, plan work activities and manage resources to priorities, as well as adapt and facilitate positive change. Ensure that all stakeholders are involved and considered.			
H	Communication / Interpersonal Relations – Effectiveness in maintaining good working relationships with the public, colleagues, subordinates, and elected officials. Includes an assessment of initiative taken to ensure cross-department consideration of issues, and matrix management. Also includes the effectiveness of verbal and written communication and group presentations, as well as openness to the public and media.			
H	General Management – Effectiveness in resource management, budget control and financial management. Also, effectiveness in staff development, employee recognition and other human resource management and employee relations activities. Affirmative action and M/WBE accomplishments also considered.			

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OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	O	Copier, fax machine, filing
Sitting	F	Desk work, meetings, driving
Walking	F	To/from meeting, facilities
Lifting	O	Manuals, files, books, paperwork
Carrying	O	Manuals, files, books, paperwork
Pushing/Pulling	R	Desk drawers, chair
Reaching	R	Manuals, files, books, paperwork
Handling	R	Manuals, files, books, tools, paperwork, equipment
Fine Dexterity	F	Computer keyboard, writing
Kneeling	O	Retrieving files
Crouching	O	Retrieving files
Crawling	O	Retrieving files
Bending	O	Retrieving files
Twisting	O	Retrieving files
Climbing	N	
Balancing	N	
Vision	C	Desk work, reading, driving
Hearing	C	Personnel, contractors, telephone, meetings
Talking	F	Personnel, contractors, telephone, meetings
Foot Controls	O	Driving
Other (specify)	N	

Unclassified Service (Positions in the unclassified service are not classified civil service positions, and are not within the jurisdiction of the Civil Service Commission (CSC). Any references herein to the Civil Service Commission (CSC) or to "classification" are solely to permit use of a standard form, and do not mean that any positions with this title are in the classified service.)

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MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Fax machine, laser or inkjet printer, shredder, safe, computer, Standard Microsoft Windows and Office software, AFIN, DBRS, PeopleSoft, telephone

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	N
Chemical Hazards	N	Extreme Temperatures	S
Electrical Hazards	N	Noise and Vibration	N
Fire Hazards	N	Fumes and Odors	N
Explosives	N	Wetness/Humidity	N
Communicable Diseases	N	Darkness or Poor Lighting	N
Physical Danger or Abuse	N		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	--

- (1)
- (2)

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	O
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	F
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	O
Other (see 3 below)	N

- (3)