

OPERATIONS MANAGER-DEVELOPMENT CENTER

Recruitment #1703-5075-001

List Type	Original
Requesting Department	DEPT OF NEIGHBORHOOD SRVCS
Open Date	6/9/2017 11:30:00 AM
Filing Deadline	7/10/2017 11:59:00 PM
HR Analyst	Marti Cargile

INTRODUCTION

Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – big city appeal without the big city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee has evolved through the years, bringing together its unsurpassed old world charm with a breathtaking Art Museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities, and great restaurants.

PURPOSE

Consider this opportunity to serve a key role in the busy City of Milwaukee Development Center, functioning as a bridge between department operations and technology by responding to business needs and improving application processes.

Under the direction of the Department of Neighborhood Services (DNS) Commissioner and Development Center Manager, the Operations Manager-Development Center manages or supports departmental projects and operations associated with the development process, including business planning, process improvement, and performance measurement. The person in this role is responsible for interdepartmental and intradepartmental coordination of projects, communications, and implementation.

ESSENTIAL FUNCTIONS

- Represents the department on business interests for the City of Milwaukee Land Management System (LMS), an enterprise-wide technology initiative that provides citizens and businesses round-the-clock online access to government services. Work with teams addressing technology and related business process improvements.
- Assists in making strategic decisions to help the business operate more efficiently. Works under the direction of the Commissioner to provide support for development related programs and projects. Analyzes current or potential department operations and recommends appropriate courses of action. Develops, implements, and maintains customer service processes and procedures.
- Supervises the technical and clerical staff overseeing projects, ensuring that activities are performed in a quality and timely. Assists the Development Center Manager with managing the daily operations of the Development Center.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

MINIMUM REQUIREMENTS

1. Bachelor's degree in planning, architecture, engineering, or a closely related field from an accredited college or university.
2. Five years of experience in project management or supervision in an area such as urban planning, plan examination, zoning administration, or economic development.
3. Wisconsin Department of Safety and Professional Services (DSPS) certifications within six months of appointment: Commercial Building Inspector, UDC Construction Inspector, and UDC HVAC Inspector.
4. Valid Wisconsin Driver's License at the time of appointment and throughout employment.

Equivalent combinations of education and experience may also be considered.

IMPORTANT NOTE: College transcripts are required and must be received by the application period closing date. Transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected. Student/unofficial copies are acceptable; however, your transcript must be legible and include your college/university name, your name, the degree completed (if applicable) and the date completed.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of the principles and practices of public administration, urban planning, economics, and business operations.
- Knowledge of local building codes and State statutes.
- An understanding of the capabilities of information technology to improve organizational effectiveness.
- Ability to use specialized applications such as the LMS as well as word processing, spreadsheet, presentation, and database software.
- Knowledge of customer service best practices and the ability to incorporate them into operations.
- Leadership and supervisory skills, including the ability to hire and train employees; coordinate and direct work; appraise performance; and reward and discipline employees.
- Ability to facilitate and promote individual staff accomplishments toward organizational objectives, including shared responsibility, teamwork, and acceptance of change.
- Critical thinking skills, including analytical and problem-solving skills as well as decision-making skills and sound judgment; ability to analyze situations and data to document, understand, and improve upon existing process and procedures.
- Skill in short term and strategic planning.
- Ability to read and interpret complex documents such as laws, policies, and technical publications.
- Written communication skills, including the ability to craft policies, reports, and correspondence.

- Oral communication skills to effectively respond to inquiries or complaints.
- Interpersonal skills; ability to build excellent rapport with direct reports, coworkers, and other City staff; elected officials; local developers, builders, and contractors; and the public.
- Organizational skills to be able to plan and accomplish work, manage multiple assignments simultaneously, meet deadlines, and adjust course as conditions require.
- Ability to work effectively under pressure.
- Honesty and integrity.

CURRENT SALARY

The current salary range (Pay Range 1GX) for City of Milwaukee residents is \$66,435-\$93,010 annually, and the non-resident salary range is \$64,805-\$90,728. *Appointment above the minimum is possible based upon level of experience and other qualifications and is subject to approval.*

SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

INITIAL FILING DATE: The examination will be held as soon as practical after **Monday, July 3, 2017.** Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.