

Adopted: June, 2006, Revised: _____

Class Title: Division Head

BRIEF DESCRIPTION OF THE CLASSIFICATION:

Under limited supervision, supervises, plans and directs the activities of a division within an assigned Bureau. Performs administrative duties, and assists with coordinating work and developing plans and strategies. Reports to the assigned Bureau Head.

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	Manages staff by scheduling and coordinating work assignments, training and developing, conducting performance evaluations, and providing information as needed.
2	S	Develops policies and procedures to ensure the division's programs reflect the best use of allocated funds for the Bureau.
3	L	Prepares and administers department budget; ensures all work is conducted within budgetary constraints and according to City policy, codes and standards of quality.
4	S	Performs administrative duties by approving and signing documents, responding to inquiries, drafting contracts, and composing correspondence.
5	S	Assists with coordinating work and developing plans and strategies by attending meetings with various personnel, contractors, and civic associations.

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CLASS REQUIREMENTS:

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Formal Education / Knowledge	Undergraduate degree from an accredited college or university in Recreation and Leisure Services, Public Administration or related field
Experience	2-3 years demonstrated work experience managing teams in one or more areas of expertise. May be required to have specific work experience for assignment into special areas requiring special subject matter knowledge
Certifications and Other Requirements	Valid Driver’s License, CPR certification may be required for some Division Head positions. Professional certification and licensure may be required for assignment into special areas such as education/outreach programs
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 less more than 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.			
M	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	Fax, filing, inventory
Sitting	F	Computer, desk work, filing, meetings
Walking	O	Fax, filing, inventory, to/from meetings, facilities
Lifting	R	Office supplies, inventory, files, books, manuals
Carrying	R	Office supplies, inventory, files, books, manuals
Pushing/Pulling	R	Inventory, filing
Reaching	R	Inventory, filing
Handling	R	Office supplies, inventory, files, books, manuals
Fine Dexterity	C	Computer keyboard, calculator, writing
Kneeling	R	Retrieving files
Crouching	R	Retrieving files
Crawling	N	Retrieving files
Bending	R	Retrieving files
Twisting	R	Retrieving files
Climbing	N	
Balancing	R	
Vision	C	Computer, desk work, reading, writing, filing, use of office equipment
Hearing	C	Telephone, co-workers, staff, supervisor
Talking	C	Telephone, co-workers, staff, supervisor
Foot Controls	O	Driving
Other (specify)	N	

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MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Computer, printer, fax machine, copy machine, telephone, calculator, Microsoft Windows and Office software, QuickBooks, AFIN, DBRS, PeopleSoft

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	R
Other (see 3 below)	N

- (3)