

**CITY OF SANTA CLARA, CALIFORNIA
CLASS SPECIFICATION**

TITLE: DIVISION MANAGER (JOB CODE 136)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Various	Various	Exempt

CLASS SUMMARY

Under general direction, incumbents are responsible for planning, organizing, directing and coordinating operational and administrative service functions of an entire division or major operational function within a City department. Responsibilities include assisting executive management in the development and implementation of department policies and procedures, personnel management, budget administration, and program development and evaluation. Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Division Manager is an intermediate departmental management classification. This position performs work that requires the use of considerable independence, initiative, and discretion within established guidelines. The Division Manager classification is distinguished from the Deputy Director which has responsibility for the management and oversight of daily operations, programs, and services of multiple divisions within a City department and may serve as an Assistant Director or Department Director in their absence. Division Manager is distinguished from lower-level management classifications in that it oversees a Citywide function, primary operation, or multiple programs and services within a division of a City department.

As a member of the City’s unclassified service, this is an “at-will” position and the incumbent serves at the discretion of the City Manager or City Attorney. An incumbent in this position demonstrates strong ethical, professional, and service-oriented leadership and interpersonal skills, sets a good example, and correctly applies the tenets of the City’s Code of Ethics and Values.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

- A bachelor’s degree in a related field of work, AND
- Four (4) years of increasingly responsible experience in a related field of work, with a minimum of two (2) years of experience at a supervisory or managerial level.

ACCEPTABLE SUBSTITUTION

None

LICENSES/CERTIFICATIONS

- A valid State of California driver’s license may be required for select positions.
- Certain positions may require possession of a specialized certificate, license, and/or registration related to a specific area of responsibility.

DESIRABLE QUALIFICATIONS

An advanced degree and/or specialized licenses or certifications in the related area of responsibility.

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OTHER REQUIREMENTS

- Must be able to perform all of the essential functions of the job with or without reasonable accommodation.
- May be required to work unusual hours in shift assignments, in emergency situations, and to be on an "on-call" basis as assigned.

TYPICAL DUTIES

This description may not include all the duties listed below, nor do the examples cover all duties that may be performed.

Under general direction, the incumbent will:

- Plan, develop, coordinate, and direct activities of a Citywide function or primary operation OR daily operations, programs, and services of multiple divisions within a City department;
- Supervise subordinate management, supervisory and professional staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; and making hiring, termination, and disciplinary recommendations;
- Participate in and advises on the development of citywide or department policy;
- Develop and implement departmental goals, objectives, and guidelines as part of department executive management team;
- Prepare and implement operational and/or capital improvement budgets for assigned division, including projecting and forecasting revenue and expenditures, reviewing and analyzing budget requests;
- Prepare various monthly, quarterly and annual reports;
- Negotiate and maintain contracts, agreements, and leases;
- Serve as a liaison and present reports/information to the City Council, boards, committees, and other divisions or departments;
- Ensure Citywide or divisional compliance with federal and state laws, rules, and regulations and local codes and standards;
- Compile data and statistics and develops financial analysis and forecasts as required;
- May be responsible for directing the activities of consultants and contractors; and
- Perform other related duties as required.

KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of:

- Principles and practices of assigned specialty area, including state and federal laws, regulations and guidelines in a municipal government;
- Research methods and statistical analysis;
- Principles of management, supervision, training and performance evaluation;
- Budgeting procedures and techniques;
- Research methods and statistical analysis;
- Problem solving and conflict resolution practices and techniques;

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- Pertinent local, State and Federal rules, regulations and laws; and

Ability to:

- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations to resolve specific issues, complaints or problems;
- Work effectively as a member of the department's management team to achieve common goals and be able to deliver excellent customer service to both internal and external City clients;
- Present statistical and narrative reports or correspondence clearly, concisely, logically, accurately and convincingly in oral and written form;
- Establish and maintain tactful and constructive relationships by collaborating with City employees including elected and senior officials and managers, the general public, and other governmental representatives;
- Work effectively and coordinate multiple projects and complex tasks simultaneously in time-sensitive situations and meet deadlines;
- Understand, interpret, and apply rules, standards, or procedures and persuade others to accept or adopt recommendations;
- Read, interpret and properly apply rules, regulations, laws and policies;
- Exercise good judgment in structuring and organizing work and setting priorities;
- Formulate reasonable and effective conclusions;
- Determine methodologies and obtain basic data necessary to evaluate solutions to complex problems and issues with multiple variables;
- Train, supervise, or evaluate assigned staff and their work;
- Make sound decisions in a manner consistent with the essential job functions;
- Communicate logically and clearly both orally and in writing; and
- Walk or stand for extended periods of time and bend, stoop, crawl, climb, and lift as necessary to perform assigned duties.

SUPERVISION RECEIVED

Works under the general direction of a Deputy Director, Assistant Director, Director, or other executive management staff.

SUPERVISION EXERCISED

Manages the professional, technical, and administrative support staff assigned.

CONFLICT OF INTEREST

Incumbents in this position are required to file a Conflict of Interest statement upon assuming office, annually, and upon leaving office, in accordance with City Manager's Directive 100.

CLASSIFICATION HISTORY

Established 06/2026 (merge of various Division Manager classifications Citywide)