



EMPLOYERS ASSOCIATION, INC.

An Equal Employment Opportunity/Affirmative Action Employer

July 9, 2009

Mr. Timothy O. Giles
Director Employee Services
City of Minneapolis
250 S 4th St, Room 100
Minneapolis MN 55415-1339

Dear Tim:

We were requested to review the classification of a new job that will serve as manager of a segment of a proposed Neighborhood and Community Relations Department. The overall mission of the department is focused on strengthening our City's quality of life through vigorous community participation, resident involvement in neighborhood and community organizations, and supporting clearly defined links between the City, City services and neighborhood and community organizations. The general model is similar to employee involvement efforts used within a corporate environment to improve employee engagement in the organization.

Based on the mission of the department we expect all of the staff to have high levels of communication skills combined with strong knowledge of government processes. Each of the four proposed leadership positions, including this job, reflects these core competencies in their job description drafts. We are using these drafts along with materials provided and discussions with City staff as the basis for our recommended Cresap ratings of the jobs.

The Access and Outreach Manager leads a team of professionals that serves as a key communications link between elected officials, city leadership and staff, neighborhood and community organizations within the city of Minneapolis. Particular emphasis is on outreach to communities whose language and cultural norms as well as knowledge of government affect communication and access. The role of the Access and Outreach Manager is to lead a working team that will serve as facilitators and communicators who will support citizen engagement in problem solving and decision making in matters of importance to their assigned local communities and the City of Minneapolis as a whole. The Manager will collaborate with the Director and Deputy Director in establishing process and methods to best carry out the neighborhood and community relations function to meet the objectives envisioned by elected city leaders. The Access and Outreach Manager will carry out work of the department directly and will train and provide leadership to others.

We are recommending the following rating:

Knowledge Level	K-Pts	Decisions and Actions Level	D-Pts	Supervisory Level	S-Pts	Relationships Responsibility Level	R-Pts	Working Conditions	W-Pts	Effort	E-Pts	Total Pts
55	165	55	165	10	10	60	90	20	10	55	55	495

The job requires a bachelor's degree (master's degree preferred) in urban studies, public administration, political science or a related field and three or more years of related job experience, or equivalent. The job also requires at least one year of recent supervisory or project management experience.

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We have used a rating of 55, which is consistent with the required education and experience. Jobs at this level include Senior Project Coordinator, Senior City Planner, HR Senior Consultant, and Management Analyst.

We have used a rating of 55 for decisions and actions. Decisions where the Outreach and Access Manager will be a primary decision maker are mainly relating to the choice of procedure and internal staffing issues. The job will be required to play a strong recommending role in decisions of the department. Similarly rated jobs include Management Analyst II, Manager Human Resources, Strategic & Business Planning Coordinator, and Principal City Planner.

Supervisory ratings are a function of head count under the span of control of the job. In this case the number of staff given full supervision is expected to be five, which would lead to a rating of 10.

Relationships responsibility is a core factor for the job's existence. We have rated relationships at 60. Jobs at this level are high-level line or staff management and administrative jobs where stronger communication skills are required. At this level more finesse and communication skills are needed. There is more facilitation of meetings and groups, more negotiating being done, and more presentations are being made. These act on behalf of the City to advocate for interests / objectives. They have more interactions with high level decisions makers, Council Members, and other important internal contacts regarding issues/concerns. Externally they are representing the City with higher level staff from other organizations, enforcement agencies, and will take the lead in dealing with controversial issues in the area where they are assigned. Examples of jobs at this level include Director Managerial Accounting and Budget, Principal City Planner, Capital Improvement Coordinator, and Communications Manager CPED.

Working conditions for this job are similar to other office occupations, with very intermittent seasonal exposure when traveling to outside meetings. The rating is 20. Most department heads, managers and professionals are at this rating.

Effort is rated at 55. These positions are faced with continual deadlines, time pressure, and a need to pay strict attention to detail, which all result in mental effort and stress. These are higher level positions and have major responsibility for projects and communications with customers which adds to the mental effort and stress. Physical effort is light office work. Examples of positions at this level include the Applications Analyst, Manager Housing Development, Manager Business Finance, Senior Government Relations Rep, Emergency Management Coordinator, and Budget Coordinator.

Overall points are 495. To place this in perspective, jobs with close ratings are Principal City Planner at 490 points and Transportation Planner at 490. These jobs are in grade 10.

Please do not hesitate to contact me for clarifications or further assistance. My direct line is 763-253-9148.

Sincerely,



George B. Gmach, Director of Compensation and Surveys Services