

**CLASS SPECIFICATION**  
**Regulatory Division Manager**

FLSA Status: Exempt  
Union Representation: Nonrepresented

**GENERAL PURPOSE**

Under policy direction, plans, organizes, and integrates the program activities of the Regulatory Division of the Revenue Bureau; oversees staff who have primary responsibility for enforcement, collection, and customer service for various regulatory programs in the Regulatory Division, including: private for hire transportation, towing contracts, private property impound, pay and park, special events, secondhand dealers, amusement devices, social games, payday lenders, and other assigned programs; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

Regulatory Division Manager reports to the bureau director. The incumbent is responsible for directing and overseeing the bureau's regulatory program policies, activities and operations through subordinate staff. Responsibilities and assignments are broad in scope, requiring a thorough understanding of City, bureau, other jurisdiction, and client policies, practices and procedures and require the exercise of a significant degree of managerial discretion in their execution.

Regulatory Division Manager is distinguished from other Revenue Bureau Division Managers in that an incumbent in the former classification has responsibilities for regulatory programs in the Revenue Bureau.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Any one position in this class may not perform all the duties listed below, nor do the listed examples include all similar and related duties that may be assigned to this class.

1. Plans, organizes, controls, integrates and evaluates the work of assigned staff; develops, implements and monitors work plans to achieve bureau or City program goals and performance measures; develops and monitors performance against the annual division budget; manages and directs the development, implementation and evaluation of work programs, plans, processes, systems and procedures to achieve City and bureau program objectives and performance measures consistent with the City quality, and citizen service expectations.
2. Plans, organizes, directs and evaluates the performance of assigned supervisors and staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; provides compensation and other rewards to recognize performance; recommends disciplinary action, up to and including termination, to address performance deficiencies in accordance with City Charter, Code, human resources policies and labor contract agreements, and subject to director and City management concurrence.

3. Provides leadership and works with program staff to develop and retain highly competent, service-oriented staff through selection, compensation, training and day-to-day management practices that support the City's and bureau's mission, objectives and service expectations; provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment.
4. Directs and participates through staff in the development of policies, regulations and programs pertaining to the regulation of businesses within the City of Portland and Multnomah County.
5. Plans and directs through subordinate staff the administration of the City's regulation programs for private for hire transportation, towing contracts, private property impound, pay and park, special events, secondhand dealers, amusement devices, social games, payday lenders and other assigned programs; investigates complaints and/or regulation violations; makes recommendations to the Bureau Director and Office of Management and Finance (OMF) regarding the issuance of revocation of licenses and permits.
6. Works with other division managers, City managers and bureau heads, organization and association heads, regional jurisdiction managers, state agency management, industry/private sector businesses, and the public: to develop policy and issue resolutions related to assigned programs, to facilitate Revenue Bureau and City actions that cross lines of control, and to facilitate broad regional interaction and policy consistency.
7. Chairs City Code authorized advisory boards for programs under the review of the Regulatory Division as delegated by the Bureau Director.
8. Oversees complaint resolution and hears appeals of decisions; represents the Regulatory Division before the City's Code Hearing Officer and in circuit court if necessary.
9. Oversees periodic rate reviews or demand utilization studies for various regulatory programs, including supervision of outside consultants and/or financial analyst staff.

## **MINIMUM QUALIFICATIONS**

### **Knowledge of:**

1. Principles and practices of public administration, including budgeting, purchasing, and organizational analysis and management, including goal setting, program development, and implementation.
2. Principles and practices of regulatory enforcement and public sector oversight.
3. Complaint investigation and resolution.
4. Federal, state and local laws, regulations and court decisions applicable to regulation of businesses by a municipality.
5. Principles and practices of group facilitation and mediation.
6. Public outreach and involvement principles and practices.

7. Principles and practices of sound business communication.
8. Principles and practices of effective human resource management and supervision.

**Ability to:**

1. Analyze and make sound recommendations on complex management and administrative issues.
2. Present proposals and recommendations clearly, logically and persuasively.
3. Prepare clear, concise and comprehensive correspondence, reports and other written materials.
4. Exercise sound, expert independent judgment within broad general policy guidelines. .
5. Exercise tact and diplomacy.
6. Ability to learn and assimilate information about city regulatory practices and business sectors being regulated.
7. Establish and maintain effective working relationships with bureau management and staff, elected officials, other bureaus, other agencies, event organizers and the public.

**Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in public or business administration, or a closely related field; and at least five years of progressively responsible program administration experience in a regulatory environment; or an equivalent combination of training and experience. Experience in a public agency is preferred.

**Licenses; Certificates; Special Requirements:**

A valid state driver's license may be required for certain work assignments.

**PHYSICAL AND MENTAL DEMANDS**

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

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**Class History:**

Adopted: 07-01-08 Regulatory Division Manager (Ordinance No. 182238 passed 10-08-08)  
June 2009 - Change Job Class number from 7420 to 30001033, due to system change.