

MINNEAPOLIS PARK AND RECREATION BOARD
JOB DESCRIPTION
JOB TITLE: Forestry Operations Manager

Job Number: 05071P

Date Finalized:4/3/2014

<p>Service Division: Environmental Stewardship Service Department: Forestry</p>	<p>Accountable To: Director, Forestry</p>
<p>Mission Statement The Minneapolis Park and Recreation Board shall permanently preserve, protect, maintain, improve, and enhance its natural resources, parkland, and recreational opportunities for current and future generations. The Minneapolis Park and Recreation Board exists to provide places and recreation opportunities for all people to gather, celebrate, contemplate, and engage in activities that promote health, well-being, community, and the environment.</p>	
<p>Role Summary: Direct and manage the operational services in Forestry Field Unit for the MPRB. Perform high level leadership, management and administrative work developing and coordinating organization-wide quality improvement processes to ensure that MPRB assets are managed in a safe, efficient and sustainable manner.</p>	
<p>Duties: Performs under the general supervision of the Director of Forestry and is responsible for, but not limited to, the following duties:</p> <p><u>Essential Duties:</u></p> <ul style="list-style-type: none"> • Responsible for the overall management of the Forestry Field Unit. • Manage, plan and assign the work of Forestry field staff engaged in the care and maintenance of trees in parks and on all public property, including boulevards. • Meet with citizens who have concerns about trees, effectively explain policies and provide information on the care of trees. • Develop, recommend and implement effective and efficient tree management and stewardship policies and processes to assure long-term sustainability of City’s urban forest. • Collaboratively lead and direct work of the Forestry Field Unit in a coordinated, consistent, system-wide basis with all MPRB divisions and departments to maximize the organization’s effectiveness and efficiency and improve the organization’s worker and equipment safety practices while meeting the current and future needs of the park system. • Analyze and recommend equipment and machinery to improve employee safety, work productivity and operating effectiveness and efficiency. • Coordinate programs to maintain and grow the City’s urban forest. • Support MPRB performance metrics system; work with staff to gather, interpret, and prepare data for studies, reports and develop recommendations for organizational improvements that are in alignment with MPRB’s mission, goals, policies and priorities. • Effectively analyze reports, tests, and other data to assess, evaluate and recommend improved work methods, safety practices, and operational efficiencies. • Assure regulatory compliance in all maintenance and operations work of the Park Board. • Support effective risk management practices; ensure all safety rules, regulations and procedures are followed in collaboration with the MPRB’s safety official. Collaborate with the MPRB’s safety official and Human Resources to manage workers compensation claims. • Develop, prepare or direct preparation and modification of reports. 	

- Provide strategic leadership of the unit and its resources in a manner that fully supports the current and future needs of the MPRB.
- Develop and recommend unit budget and manage the unit's approved budget, which include performance goals; perform cost control activities; monitor revenue and expenditures to assure sound fiscal control; and assure effective and efficient use of budgeted funds, personnel, and materials; review and analyze financial statements to ensure maximum efficiency of operation, adapt plans as necessary to meet long term goals; and manage and maintain operational statistics.
- Hire, train, supervise, evaluate, develop and discipline subordinate employees for development of a professional and support staff with a high degree of competence and sound judgment.
- Attend site plan review meetings to meet regularly with City Planning, City Engineering, City Water, State and County Highway Department, Park Planners and Engineers to review the impact that their plans have on City trees and coordinate forestry activities.
- Review plans, makes suggestions and prepares cost estimates for future city Forestry projects.
- Collaboratively work with and be actively engaged in the development and implementation of the MPRB's Comprehensive Plan.
- Create a work environment that encourages staff to perform to the best of their abilities and holds every employee accountable for results.
- Foster and demonstrate effective leadership building in a collaborative environment including working across unit lines and forming partnerships that foster better citizen services; eliminate barriers to achieving results; take full advantage of available resources; and provide input in the development of short and long range plans.
- Actively manage and monitor performance metrics system for unit activities; recommend work activity adjustments based on performance results; and gather, interpret, and prepare data for studies, reports and recommendations.

Related Work:

- Develop short and long term unit policies, objectives and goals. Evaluate programs, activities and services to ensure they are meeting planned objectives using best practices.
- Work collaboratively with Marketing and Communications Department to promote interest in unit programs and services through various promotional venues, social media, resource fairs, and presentations.
- Represent the Park Board in public meetings, on outside agency committees, and community events as necessary.
- Develop operational standards that establish clear expectations based on principles and best practices allowing the organization to measure, monitor and maintain expectations, compliance and performance that are in alignment with the mission, vision, values, goals and objectives of the MPRB.
- Effectively manage professional contracts and community/business partnerships and comply with grant and donation requirements to ensure they support the Park Board's goals and strategic directions.
- Prepare various reports, RFP's, and Board actions that pertain to unit activities including policies and procedures, bid announcements, contract awards, agreements, and leases.
- Facilitate the incorporation of technological improvements in the unit to improve customer service, operating efficiencies and to meet industry best practices.
- Proactively resolve external, internal and interdepartmental issues creating effective and timely solutions, and proactively negotiating/arbitrating conflicts, provide support as necessary, and promptly inform appropriate individuals and groups.

- Ensure that the Americans with Disabilities Act regulations are met or exceeded.
- Proactively serve on MPRB committees to ensure that safety, maintenance, planning and recreation services compliment and support each other in addressing citizen interests, issues and needs, and are in alignment with the mission, vision, values, goals and objectives of the MPRB.
- Respond effectively and in a timely manner to administrative requests.
- Demonstrate continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.
- Remain current in industry best practices and apply knowledge to best serve the MPRB.
- Keep the Director of Forestry promptly informed of matters as they relate to the unit, department and MPRB.
- Conduct probationary and annual performance reviews for each employee, initiate training and retraining when appropriate.
- Perform other related duties as apparent or assigned.

The Way We Work

The Employees of the Minneapolis Park and Recreation Board...

- Work and accept responsibility to search for, create and execute new and innovative approaches to improve the performance of Park Board services and objectives.
- Assist external and internal customers to serve their needs and take responsibility for continuously improving customer service.
- Foster meaningful interaction among people through the exchange of information to produce understanding.
- Continuously develop and use effective strategies and interpersonal styles to engage and guide others toward the accomplishment of identified objectives and goals in the best interest of the Park Board and community.
- Consistently work toward the common good of the organization and encourage others to do the same.
- Conduct themselves at all times in a professionally appropriate and respectful manner.
- Apply the proper safety/security practices according to established protocols, guidelines and policies.

Knowledge of (position requirements at entry)

- Exceptional knowledge of contemporary principles and best practices of urban forestry and required maintenance.
- Exceptional knowledge of contemporary principles and best practices of tree trimming and maintenance equipment.
- Contemporary principles and best practices of quality management systems.
- Contemporary principals of occupational safety and health administration safety regulations.
- Contemporary principles and best practices of public administration.
- Contemporary principles and best practices of personnel management and supervision.
- Contemporary principles and best practices of accounting, budget preparation, and analysis of financial data.
- Outstanding customer service principles and practices and standards for a diverse customer base.
- Management, administration and the functions and needs of the MPRB.
- Pertinent federal, state, county and city laws, codes, ordinances and regulations.

Skills and Ability to: (position requirements at entry)

- Understand, correctly interpret and effectively communicate with others applicable

policies, procedures, laws and regulations.

- Analyze and interpret data to reach logical conclusions.
- Convey technical concepts to persons with limited technical knowledge.
- Demonstrate broad knowledge of parks and recreation functions.
- Imaginatively and effectively identify and evaluate plan alternatives in relation to trends, costs, community needs and political dynamics.
- Understand, correctly interpret, and effectively utilize and communicate with others a variety of reports and records.
- Thoroughly evaluate program alternatives and make recommendations for improvements in MPRB programs, services, and facilities.
- Provide leadership and support toward the successful and effective performance of staff.
- Provide both oral and written communication that is easily understood and direct in its content.
- Listen effectively to understand thoroughly the intended message.
- Establish and maintain effective, respectful, and productive working relationships.
- Negotiate effective and appropriate solutions to difficult conflicts.
- Set appropriate priorities while coordinating multiple projects and meeting critical deadlines.
- Negotiate and meet deadlines and prioritize issues, identifying which issues require immediate attention and taking effective and appropriate action based on that determination.
- Solve problems and effectively handle critical, controversial and/or sensitive policy issues; maintain confidentiality in work-related matters.
- Demonstrate respect and sensitivity for cultural differences.

Equipment:

Computer, Microsoft Office applications, miscellaneous office equipment, a motor vehicle, workflow software, project management software, CAD software and scheduling software.

Training and Experience (position requirements at entry)

- Bachelor of Science degree from an accredited college or university with a major in Urban Forestry, Forestry, Natural Resources, or closely related field.
- Increasingly responsible experience in municipal arboriculture: at least five years.
- Increasingly responsible experience in leadership, management and administration: at least five years.
- Experience supervising others: at least five years.
- Experience supervising unionized employees: at least three years (Preferred)

Or

An equivalent combination of related experience, and/or education and training may be considered:

- Increasingly responsible experience in arboriculture work: at least ten (10) years AND increasingly responsible supervisory work experience: at least ten (10) years. OR Bachelor's Degree from an accredited college or university with a major in unrelated field AND increasingly responsible experience in arboriculture work: at least six (6) years AND increasingly responsible supervisory work experience: at least six (6) years. .

Licensing Requirements (position requirements at entry)

Valid driver's license. State Tree Inspectors License, ISA Certified Arborist, Certified Treecare Safety Professional, First Aid/CPR Certification

Physical Requirements (*ADA requirement, will be evaluated by HR*)

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made

to enable individuals with disabilities to perform the essential duties.

Climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, driving, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

The ability to safely operate a motor vehicle as incumbents are subject to local travel to and from work locations. Operating office equipment requiring continuous or repetitive hand/arm movements. The ability to remain in a sitting or standing position for extended periods of time.

The incumbent may be required to traverse on rough, uneven terrain, as well as wet and slippery surfaces and to ascend and descend ladders to access work areas.

Work performed in a normal office and field shop environment.

Description Prepared By

PROMOTIONAL LINE: NA
GRADE 11
LAST REVISION: