

Job Description

Group Manager (E15)

Grade: **E15**

Reports To
(title): **Operations Manager or Practice Manager**

MAJOR FUNCTION / ROLE	General purpose of the job; major expected results.
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Under general direction, supervises the staff and work production of a technical work unit. Provides leadership, direction and technical guidance to staff to ensure that quality technical services are provided to clients and that the technical work unit meets its operating performance targets. Manages project production, project acquisition/client relations, and financial management of the work unit to ensure quality, client satisfaction, continued production backlog, and profitability of all projects within the work unit. Typically responsible for annual revenues over \$2M and over 15 staff.

JOB DUTIES	Typical duties and responsibilities of job.
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- Staff Administration: Identifies work unit staffing needs based on future workload and manpower projections. Initiates actions to recruit, hire, and terminate staff, subject to senior management review and approval. Recommends salary levels for new hires and initiates salary and position adjustment actions for staff, subject to senior management review and approval. Conducts semi-annual performance reviews and annual career planning sessions with direct reports. Provides staff with ongoing performance feedback and counsel to promote improved performance and career development. Helps staff identify and pursue technical and professional development activities consistent with their career development goals and work unit objectives/company needs. Advises staff concerning company policies and procedures; monitors and enforces compliance. Reviews and makes approval decisions on staff requests for vacation, leaves of absence, business travel, continuing education, professional development, office equipment purchases and payment of straight-time overtime for exempt personnel within the constraints of budgets and authorization limits.
- Project Production and Management: Develops and maintains project work plans and production workload projections; monitors manpower requirements; takes appropriate actions to ensure project deadlines are met according to schedule and priority considerations. Works with project managers to ensure projects are properly scoped, budgeted, scheduled and managed; appropriate Oracle data has been entered and is maintained; monthly client billings are timely and accurately completed; outstanding accounts receivable are followed up on and collected; and monthly project percent completes are completed and entered in Oracle. Oversees financial performance of projects being produced and/or managed within the work unit; identifies potential problem projects, and directs remedial actions to ensure that projects in trouble are identified and remedial actions promptly taken to ensure positive financial results and client satisfaction. Monitors and enforces compliance with established quality control standards, ensuring that appropriate quality assurance activities are being performed on work unit projects. Conducts periodic QA compliance audits on current or recently completed projects. Assists Project Managers within the work unit in resolving

problems with other work units.

- **Marketing and Client Maintenance:** Participates in the development of the annual and strategic plans and carries out those components that relate to the work unit. Actively pursues new project opportunities for the work unit and the firm by maintaining contacts with current and prospective clients; participates in the evaluation of new project opportunities and recommends go/no-go action to senior management for further consideration and approval. With other technical managers as appropriate, identifies project proposal preparation and interview teams, and develops project marketing budgets subject to review and approval by senior management. Identifies and works toward the resolution of client relations problems. Maintains visibility and professional currency by participating in civic and professional organizations, and encourages staff to do the same.
- **Contracts and Financial:** Participates in preparing for and conducting contract negotiations with clients and subconsultants. Participates in the review and approval of contracts and contract addenda with clients and subconsultants. Reviews and recommends project budgets for approval by senior management. Initiates purchase requests for capital items for approval by senior management. Provides input and recommendations concerning final write-offs and past-due accounts receivable.
- Performs such other duties as the supervisor may from time to time deem necessary.

SCOPE Aspects that help define or distinguish level of work and its importance to the organization.

COMPLEXITY (Variety or uniqueness of tasks; relative difficulty or importance of work performed; size of unit supported, etc.):

Manages project production, project acquisition/client relations, and financial management for a technical work unit. Typically responsible for annual revenues over \$2M and over 15 staff.

DECISION-MAKING (Supervision received; independent judgment or initiative; consequence of error):

Works independently under general direction. Makes approval decisions as specified in the Authorization Matrix. Accountable for quality, client satisfaction, continued production backlog, and project profitability for the work unit.

WORK DIRECTION GIVEN TO OTHERS (Titles and number of personnel; type of direction given):

Typically directly supervises project managers, technical professional, and assigned technical and administrative support staff. Responsible for performance management and career development of direct reports.

INTERNAL CONTACTS (Required interaction/relationship with others within the organization):

Interfaces with senior technical professionals, technical managers, and administrative staff and managers throughout company.

EXTERNAL CONTACTS (Required interaction/relationship with others outside the organization):

Represents the organization to clients, regulatory agencies and subconsultants.

Maintains contacts with clients and prospective clients.

MINIMUM REQUIREMENTS

EDUCATION AND EXPERIENCE

Bachelor's degree in field of practice. Post graduate degree preferred.
Management coursework and/or MBA a plus.

This level may be achieved by technical professionals or technical managers with 12 years of experience since B.S., with at least three of these years in positions with project management or supervisory responsibilities.

SPECIAL SKILLS

Excellent technical and interpersonal skills. Proven ability to manage individuals and teams, provide leadership, and manage project production. Must have business vision, excellent communication skills, and be able to represent the firm effectively to clients, key public officials, and the community in general.

PROFESSIONAL REGISTRATIONS

Professional registration in field of practice is required, if available, i.e., P.E., P.G., PLS/PSM, R.A., or RLA.

COMPETENCIES

General Competencies expected of all Professionals and Managers are as follows: Client Service, Commitment, Communication, Innovation & Continuous Improvement, Professionalism, Quality, and Teamwork. An "Enhanced" or "Consultant of Choice" level of competency is expected of incumbents at this level.

OTHER
