



DEPARTMENT SUPPORT SERVICES MANAGER

Department: Planning and Public Works

Job Class: 103500

Pay Range: Executive 10

FLSA: Exempt

Represented: No

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

GENERAL FUNCTIONS: This is a highly responsible senior division management position. The Department Support Services Manager has overall responsibility for leading and managing department-wide services in the following areas: Budget, Fiscal, and Administrative Services, IT Services, Contract Services, Records Services, Emergency Management Coordination, Safety and Training, Employee Facilities and special transportation assignments.

ESSENTIAL FUNCTIONS:

- Establish and implement department policies and procedures; update procedures and existing guidelines as necessary to meet changing conditions and goals.
- Participate as a member of the senior management team.
- Develop and maintain open and effective communication with other department divisions who own the underlying facility being made available for public use.
- Organize, direct, administer, and control the activities of a large staff performing support functions for all divisions in the department.
- Administer the Budget, Fiscal, and Administrative Services Section that includes budgeting, finance, accounting, customer billing, administrative support services, and audit.
- Oversee the Information Technology Services functions that include systems and programming, pc and network support, and web development and support.
- Manage the Contract Services area that includes contract procurement and contract coordination.
- Provide direction and leadership over the Records Services area. This includes records collection, maintenance, organization, and production.
- Represent the Executive and provide monitoring, analysis, and input on State and Regional transportation issues and forums including RTID, Sound Transit, Pierce Transit, and RAMP, as well as State highways with interest by Pierce County including Cross base Highway.
- Coordinate and facilitate the department-wide administrative support services activities.
- Direct the formulation and routine updating of the goals and objectives of the department division consistent with the mission of the department and the strategic direction of the department.
- Develop and maintain an effective liaison with other local government officials, and the public at large; as required, represent the department and the County before local governing bodies and community organizations.
- Direct the development of long range facilities strategies and plans.
- Direct and coordinate the work of office supervisors in planning, coordinating, contracting, consultant management, delivery of services and program monitoring.
- Review regular and special reports by the offices in the division and directs the preparation of summaries of consolidated reports.
- Render necessary technical and other advice to the staff and supervisors and evaluate their work.
- Periodically direct the review and evaluation of overall operation of the division.
- Direct the formulation of plans and objectives as well as reviews progress toward achieving them.

DEPARTMENT SUPPORT SERVICES MANAGER

Classification Description – Pierce County

Page 2

ESSENTIAL FUNCTIONS: (continued)

- Provide effective leadership and direction in the administration of the division's operation and oversee the County Executive's long range transportation planning activities.
- Direct the preparation of the annual work programs, budget, and capital facilities plan and capital projects budgets.
- Exercise proper financial control over budgetary expenditures as well as assumes responsibility for appropriateness of expenditures.
- Negotiate contracts for large and/or complex contracted services.
- Investigate grievances involving subordinates and recommend resolution; recommend promotional and disciplinary actions; approve leave requests, and overtime; provide adequate coverage during staff absences.
- Conduct performance evaluations and develop performance measures and standards.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours.
- Meet travel requirements of the position.
- Perform the physical requirements of the position; work within the established working conditions of the position.
- Work a flexible schedule, which may include evenings, weekends and holidays.

OTHER JOB FUNCTIONS:

- Perform other job duties as assigned.

SUPERVISION RECEIVED AND EXERCISED: Work is performed under the administrative direction of the Director of Planning and Public Works or the Deputy Director and is reviewed through regular contact, conferences, reports, and success of the programs and services. This position supervises the work of multiple supervisors and managers in the Administrative Services Division.

WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounters while performing the essential job functions. Work is performed primarily in an office environment on a daily basis. Travel to various site locations may be required. Work is generally completed on a regular scheduled basis, however, attendance at meetings or completion of work outside the normal scheduled hours may be required. Extended periods of concentration and sedentary work are required. Work is subject to frequent interruptions and normal office noise.

PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential job functions of the position. Finger dexterity to use and operate a personal computer and other office equipment occurs on a frequent basis. The use of communication skills using both verbal and written format. The use of eye sight to read, interpret policies and procedures. Driving to various facilities or meeting locations is frequently required. This position requires minimal lifting associated with the classification.

DEPARTMENT SUPPORT SERVICES MANAGER

Classification Description – Pierce County

Page 3

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Management principles and practices, public administration including management principles and techniques, and personnel administration.
- Current federal, state, and local laws, regulations, and guidelines applicable to health and safety issues.
- Methods and procedures involved in budget preparation, justification, and control associated with an enterprise fund and other funds.
- Construction administration, monitoring, and compliance regulations.
- Information Technology Services, Contract Services, Record Services, Employee Facilities, Equipment Services, Administrative Services operations and procedures, and Executive Office Transportation Plan.
- Emergency management principles and practices.
- Project management principles, practices, and delivery systems.

Skill in:

- Use and operation of personal computer and other office equipment.
- Use of independent judgment and effective decision-making in the application of a wide variety of laws, policies and procedures and in effective problem-solving.

Ability to:

- Administer, manage, supervise, and coordinate the activities of multiple administrative support service areas.
- Plan, assign, supervise, and evaluate the work of subordinates.
- Establish and maintain effective working relationships with staff, contractors, other division managers and department heads, County officials, and building tenants.
- Negotiate contracts with vendors or for large and/or complex contracted services.
- Plan, establish goals and objectives, and implement department policies and procedures, long range goals, and provide strategic direction.
- Coordinate department activities with other local government officials, community organizations, and the public at large.
- Review special reports and direct the preparation of summaries of consolidated reports.
- Prepare annual work programs, budgets, and capital facilities plan and capital project budgets.
- Analyze situations quickly and objectively and determine a proper course of action; use appropriate independent judgment to make decisions of a technical, management and/or administrative nature in support of Department/County goals and objectives.
- Understand and follow written and verbal instructions.
- Work effectively and productively with others.
- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational and economic backgrounds.
- Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner.
- Meet the travel requirements of the position, if any.
- Physically perform the essential job functions of the classification.

DEPARTMENT SUPPORT SERVICES MANAGER

Classification Description – Pierce County

Page 4

MINIMUM REQUIREMENTS TO APPLY: Graduation from a four year college or university with a Bachelor's degree in public or business administration, planning or closely related field and ten or more years of progressively responsible work experience related to the administration, planning, maintenance, operation, and/or development of public facilities, including at least five years in a managerial/supervisory capacity is required. A Master's degree is desired.

SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS: Must possess a valid Washington State driver's license or the ability to obtain the license within 30 days of employment, or otherwise meet the travel requirements of the position.