



GENERAL SERVICES MANAGER

Department: Finance
Job Class #: 164400
Pay Range: Executive 05

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 FUNCTION: This is professional administrative and supervisory work of a complex nature performed in General Services Division. An employee in this class manages the development and supervision of a variety of programs, business functions, projects, rules and procedures the division. Work involves a variety of administrative tasks generally in the areas of policy-making, program management, budget development and personnel supervision. The employee will oversee records management for Pierce County. Work is performed with latitude for independent action and judgment under the direction of an administrative superior.

ESSENTIAL FUNCTIONS:

- Manage, supervise and coordinate the activities of a unit; recruit and hire staff; determine work procedures, prepare work schedules and determine methods for expediting work flow; assign, review and approve the work of subordinate staff.
- Investigate grievances involving subordinates and coordinate resolution with Human Resources; manage promotional and disciplinary actions; approve leave requests and overtime; provide adequate coverage during staff absences.
- Conduct performance evaluations and develop performance measures and standards; conduct employee goal setting, employee evaluations, and training and staff development programs.
- Negotiate with vendors.
- Ensure effective communication with County departments and staff to facilitate and ensure adherence to policies and procedures.
- Develop and implement operating procedures consistent with regulations controlling departmental activities; develop and prepare training manuals and facilitate training to ensure consistent and proper procedures are followed.
- Manage and oversee the daily operations and ensure compliance and consistent interpretation of local, state and federal regulations and procedures.
- Work closely with other County departments, local, state and federal agencies to coordinate activities and comply uniformly with requirements.
- Develop, prepare and present the related budget and its subsequent cost control and monitoring; determine priorities on budget items, develop alternatives, and provide fiscal analysis; oversee revenue/expenditure flow.
- Developing requests for proposals and contracts with outside purveyances; ensure compliance with county requirements related activities; assist staff in resolving complex accounting related problems.
- Develop and maintain records and reporting systems per county, state, and federal guidelines, providing for proper quality control.
- Work closely and acts as liaison with information technology to determine computer needs; assist in program design and requirements; coordinate implementation; perform end-user.
- 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, holidays.

OTHER JOB FUNCTIONS

- Perform other job functions as assigned.

SUPERVISION RECEIVED AND EXERCISED: The General Services Manager is responsible for supervising multiple programs, projects and administrative functions in a division within Finance. Full supervisory responsibility of subordinate employees is required by this classification. Work is performed under general direction of an administrative superior and work assignments are carried out in accordance with broad objectives. Work is reviewed periodically for compliance with policies, procedures, regulations, legal requirements and degree of conformance with established standards of performance.

WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. The General Services Manager typically works in an office environment on a daily basis. Incumbents may be required to work at a desk or other work station including, the warehouse for prolonged periods; constant attention to detail is required. Ability to concentrate with frequent interruptions and general office noise is required.

PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions. Physical activities required are finger dexterity necessary to operate equipment used in the position, talking, seeing and hearing. Walking, sitting, bending/stooping, pushing/pulling and unassisted lifting associated with the job duties is required. Position may be required to lift and/or carry heavy materials up to 50 lbs.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Principles and practices of public administration, organization, personnel management and modern supervisory practices.
- Principles and practices of effective supervision.
- Computer applications related to the position.
- Methods and techniques of budget preparation and execution.

Skill in:

- 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:

- Comprehend and interpret county, state and federal regulations as related to the specific department.
- Effectively plan, coordinate and monitor the work of subordinates.
- Work effectively with a wide variety of individuals and groups.
- Analyze administrative problems and to make sound policy and procedural recommendations.
- Evaluate the efficiency and effectiveness of program procedures and activities.
- 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.

KNOWLEDGE, SKILLS AND ABILITIES: (continued)

Ability to: (continued)

- Establish and maintain effective working relationships with County officials, employees and the general public.
- Manage multiple diverse programs, projects and administrative functions.
- Understand and follow written and verbal instructions.
- Work effectively and productively with others.
- Communicate effectively verbally and in writing to audiences of various social, 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.

MINIMUM REQUIREMENTS TO APPLY: Bachelor's degree in business or public administration or a related field and five years of experience in an administrative position requiring budgetary and supervisory skills is required. Additional education or experience which clearly indicates the ability to perform the essential functions of the position may substitute on a year for year basis for the position requirements.

SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS: A valid Washington State driver's license or ability to otherwise meet the travel requirements of the position is required.