

DIVISION DIRECTOR OF ADMINISTRATIVE SERVICES

DEFINITION

The Division Director is a member of the Health and Human Services Agency (Agency) senior management team that assists the Agency Director in managing and directing an assigned Division; when appointed shall serve as the acting Director in Director's absence and shall assume full responsibility of the Agency; manages day-to-day operations of a branch of the Agency; plans, directs, develops, coordinates, manages and implements a variety of specialized administrative functions and services in the areas of compliance, finance and budgeting, purchasing, contract/grant development, administration and management information systems.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Agency Director.

Exercises direct and indirect supervision over management, supervisory, professional, technical and clerical personnel.

EXAMPLES OF ESSENTIAL FUNCTIONS

Duties may include, but are not limited to:

Directs the activities of a major functional support area in the Agency, including human resources, procurement and purchasing, information technology and/or special projects.

Plan, organize, coordinate, and direct activities and operations of the Division; confer with the Director regarding policies and operating processes; review, evaluate and recommend changes in policies, programs and operations; mentor and coach subordinates to implement the direction of the Agency; identify emerging issues; assess alternative strategies and action plans, and solves problems.

Assists in the preparation of the annual budget and in the administration of the final budget; oversee the fiscal functions of the department, including budget development, accounts payable, and accounts receivable in consultation with the Agency Director and the division directors; ensures the development and implementation of effective fiscal and contract policies and procedures to maintain compliance with all federal, state, and local funding sources.

Oversee and monitor various compliance units such as the Program Integrity Unit which includes fraud investigations; and civil rights complaints and investigations.

Recommend priorities for Division resource allocations; recommend, develop, implement and evaluate strategic plans, goals, objectives, policies and procedures related to these functions; coordinate health activities with other county departments and outside agencies.

Confer with the Agency Director on matters of policy and procedures and representing the department in public county and review meetings.

Coordinate activities with other departments and outside agencies and organizations to ensure cooperation on all governmental levels on matters pertaining to Administrative Services.

Recommend the appointment of personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures as requested; maintain discipline and high standards necessary for the efficient and professional operation of the Division.

Conduct and/or attend various public meetings to represent the interest of the Division; build and maintain positive working relationships with state departments; department heads, County managers, County employees, and the public using principles of good customer service.

Establish and enforce County-wide standards in the areas of for which the Agency is responsible, including information technology, purchasing, custodial, and telecommunications.

Act as the Safety Officer for the Agency, ensuring the development and implementation of all related safety plans; participates on the County-wide Safety committee.

Plans, organizes, manages, coordinates and directs the administrative functions of the Agency.

Evaluate public complaints pertaining to activities, practices, or individuals of the Division; direct the internal investigations within the Division as directed by the Director.

Research and prepare technical and administrative reports; prepare written correspondence.

Perform related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

Principles and techniques of database administration, systems analysis and computer programming.

Principles and techniques of local government purchasing; and state and federal funding structures and processes.

Principles and practices of leadership; organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs.

Pertinent policies, procedures, laws, rules and regulations as they apply to human resources management.

Techniques of planning and performing administrative, operational, staffing, organizational and fiscal analysis, including project management.

Principles and practices of policy development and implementation.

Principles of financial administration, including public budgeting, reporting, health care reimbursement and alternative funding sources and strategies.

Principles of supervision, training and performance evaluation.

Principles and practices of business correspondence and report writing.

Legislative process and current developments related to health and social programs.

Inter-governmental relationships and regulations affecting health and human service program delivery.

Pertinent local, state and federal laws, rules and regulations.

Ability to:

Manage and direct a comprehensive and integrated health or human services program.

Review and report on job analyses and evaluation, organizational design, staffing patterns/levels and training needs, analyze employee relations issues; assist in providing administrative and professional leadership in support of the Agency.

Successfully develop, control and administer divisional budget and expenditures.

Analyze and assess programs, policies, and operational needs and make appropriate adjustments.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Identify and respond to sensitive community and organizational issues, concerns and needs.

Coordinate and integrate program components in a cohesive and effective service delivery system.

Interpret and apply County policies, procedures, rules and regulations.

Communicate clearly and concisely, both orally and in writing.

Work with various cultural and ethnic groups in a respectful and effective manner.

Establish and maintain effective working relationships with those contacted in the course of work.

Gain cooperation through discussion and persuasion.

Oversee the planning, directing and monitoring the administration and operations of a complex division with a wide variety of programs, services and funding sources.

Assemble, organize and present in written or oral form, administrative, financial, factual, and other information derived from a variety of sources.

Supervise, train and evaluate assigned personnel.

TYPICAL WORKING CONDITIONS

Work is performed in a normal office environment.

TYPICAL PHYSICAL REQUIREMENTS

Requires the ability to sit at a desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties; lift and/or move light weights; use hands to finger, handle or feel object, tools or controls. Must be able to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

MINIMUM QUALIFICATIONS

Experience:

Five years of responsible program experience and /or administrative experience relating to planning, organizing or directing the operations within a large, complex department or agency with a wide variety of programs, services and funding sources. Knowledge of local client demographics, community needs, and relationships with community partners preferred. Experience in a health or human services agency is desirable.

Education:

Bachelor's degree from an accredited college or university with major course work in behavioral, social, health science, special education, fiscal management, public or human service administration. Master's degree in Public Administration or a closely related field is desirable.

Additional Requirements:

Possession of a valid California driver's license. Under certain circumstance, the Human Resources Director may accept a valid driver's license from another State if applicant acknowledges his/her intent to acquire a California driver's license within three month by signing an acknowledgement form.

Must have the ability to pass the California State Department of Justice fingerprinting clearance.

Must pass a pre-employment physical.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.