

SUPPORT SERVICES MANAGER

CODES/PAY GRADE

Class Code: 5050

EEO Code: A

Pay Grade: 216

MAJOR FUNCTION

Responsible administrative work in assisting in the operation of a division with emphasis in personnel and budget.

ILLUSTRATIVE DUTIES

(NOTE: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment of the position.)

Consults with activity/section heads to provide administrative support for program activities and review activities for consistency with division goals.

Coordinates with Personnel Services on filling vacancies, advertising and subsequent testing procedures.

Coordinates staffing requirements and job engineering with activities to meet the needs of the division.

Supervises administrative or section staff as required by director, and coordinate correspondence between activities/sections.

Coordinates and oversee all training, evaluation of employees and disciplinary procedures for the division.

Assists in the preparation and control of the budget. Organizes and schedules budget submissions; coordinates budget changes; ensures compliance of expenditures. Advises activity on account proposals; monitors monthly, quarterly and annual reports and payment requests.

Performs research and statistical analysis for solving financial and management problems. Projects revenues and expenditures for the year. Responsible for division's capital improvement program.

Reviews financial and budget policy and procedures and makes recommendations for appropriate revisions.

Supervises payroll function of the division. Monitors overtime and work schedules. Studies and implements management methods in order to improve workflow, simplify reporting procedures and implement cost reductions.

Studies and reviews division/activity processes, prepares reports and recommendations for improvements to administrative problems and processes.

Coordinates, plans and performs research necessary to seek federal, state and local grants.

(Support Services Manager continued - 2 of 3)

Handles grants awarded to the division including completing reports and financial statements.

Develops one and five year systems wide plan which includes goals and objectives to be attained. Monitors and assists in reaching the goals.

Responsible for coordinating and monitoring the maintenance of buildings, property inventory control and office systems upgrades. Designs, plans, and prepares written reports for special projects such as marketing plans, capital improvement programs, service delivery systems, and office automation.

Represents the division director at meetings, serves as liaison for advisory boards and task forces, meets with various projects and work programs, and handles public complaints or concerns.

Performs related work as required.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of principles of management. Knowledge of effective supervisory practices. Knowledge of principles of personnel management. Knowledge of basic budget principles and practices.

Ability to conduct research and studies, and to make recommendations. Ability to establish and maintain effective working relationships. Ability to communicate effectively both orally and in writing. Ability to interpret policies and procedures. Ability to analyze operations and recommend procedures to improve performance. Ability to make sound management decisions based on available information. Ability to coordinate various activities to improve performance standards and operations. Ability to study systems and make recommendations.

MINIMUM QUALIFICATIONS

Bachelor's degree in Business Administration, Management, Public Administration or related field, and four (4) years progressively responsible administrative/operations experience including budget, financial and personnel.

A comparable amount of education, training or experience may be substituted for the minimum qualifications.

ADA REQUIREMENTS:

Mental Demands: Ability to read and comprehend technical and professional journals and manuals, legal documents, abstracts, reports, financial reports and spreadsheets, memos, and correspondence. Ability to complete general mathematical functions including ratios, percentages, basic accounting and statistics. Ability to write reports, summaries, financial reports, memos, correspondence. Ability to speak publicly; conversant in theory and practices of discipline to laymen; persuasive speaking. Ability to analyze data and develop conclusions. Ability to identify and resolve problems.

Physical Demands: Sedentary work. Ability to talk, see.

Environmental Demands: Inside work.