

DIRECTOR, GENERAL SERVICES

JOB PURPOSE AND SUMMARY

To provide organizational leadership, direction, and supervision to a group of internal services departments and other departments as assigned; to coordinate assigned activities with other County departments, divisions and outside agencies; and to provide highly responsible and administrative support to the Office of the County Administrator.

Internal services include purchasing, records management, facilities management, and technical/information resources; other departments include the Medical Examiner's Office, Indigent Defense, Event Center and Fairgrounds, and others as assigned.

CLASSIFICATION DISTINCTIONS

Receives administrative direction from the Office of the County Administrator. Exercises direct supervision over management and professional staff.

KEY OR TYPICAL TASKS AND RESPONSIBILITIES

Duties may include, but are not limited to, the following:

- Leads assigned staff and departments to ensure the efficient and effective delivery of services, consistent with County objectives and policies.
- Directs and manages the development and implementation of goals, objectives, and priorities for assigned services and other departments; identifies resource needs; recommends and implements policies and procedures.
- Identifies opportunities for improving service delivery methods and procedures; reviews with appropriate management staff; implements improvements.
- Selects, trains, motivates and evaluates assigned staff; provides or coordinates staff training, works with employees to correct deficiencies; implements discipline and termination procedures.
- Participates on a variety of boards and commissions; attends and participates in professional group meetings; stays abreast of new trends and innovations in all functions and departments as assigned.

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- Coordinates activities with those of other departments and outside agencies and organizations; provides staff assistance to the Office of the County Administrator; prepares and presents staff reports and other necessary correspondence.
- Responds to and resolves difficult and sensitive citizen inquiries and complaints.
- Perform related duties as assigned.

QUALIFICATIONS

- Five years of increasingly responsible internal services experience including two years of supervisory responsibility.
- Equivalent to a Bachelor's degree from an accredited college or university with major course work in business or public administration or a related field.

Any combination of experience and training that would likely provide the required knowledge and abilities will be considered.

Knowledge of: principles, methods and techniques of public administration, including public policy and decision making, budget preparation and administration, and personnel management; participative management theories; principles and techniques of group dynamics and group decision-making; organization and function of county departments and services; applicable federal, state and local statutes, rules and regulations; government funding sources and financing methods; techniques of mediation, negotiation, and public relations.

Ability to: communicate effectively, both orally and in writing; analyze complex problems and recommend alternative solutions; prepare and implement short and long range strategic plans, interpret and explain county policies, procedures, rules and regulations; oversee activities of assigned staff and departments to ensure conformance with established policies and procedures; apply problem solving methods and techniques to resolve organizational and interdepartmental issues; direct staff in continuous efforts to improve quality productivity and effectiveness; incorporate team participation in decision making; respond to changes desired by the Board and County Administrator; establish and maintain cooperative working relationships with government agencies, elected officials, county employees, and the public; supervise, train, motivate, and evaluate assigned staff.

WORKING ENVIRONMENT

Work is generally performed indoors and in an office environment, and occasionally requires visiting staff in the field. Lifting of records and reports may be required, usually not in excess of 10 lbs. May be required to operate County vehicles to travel to meetings on an as-needed basis and visiting various County locations. Office tasks require significant periods of time spent working at a personal computer. This position is at very low risk for exposure to blood products,

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human biohazards, laboratory chemicals, toxic materials, or environmental hazards. The noise level in the work environment is usually quiet in the office, and moderately noisy in the field

Ability to regularly use office equipment including computers, telephones, calculators, and copiers, is required. Work regularly requires sitting and speaking or hearing, frequently requires using hands and fingers to handle or feel and repetitive motions and occasionally requires standing, walking, reaching with hands and arms and lifting. Work also requires close vision, distance vision, ability to adjust focus, depth perception and peripheral vision; vocal communication

Office use: 06/20/2000
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