

STAFF SERVICES MANAGER I

DEFINITION

This classification performs general administrative, personnel, staff development, fiscal, program and data processing system analysis. Make decisions in financial, personnel, and other administrative systems of average to difficult complexity.

DISTINGUISHING CHARACTERISTICS

Staff Services Manager I is distinguished by the level of responsibility of managing multiple components of administrative systems, fiscal, staff development, and program analysis. When assigned to manage departmental programs, incumbents are responsible for directing daily operations of the program, including supervision of program clerical and/or technical staff. This class is also assists in the management and coordination of the emergency services function for the County and Operational Area.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from higher-level management staff; exercises direct supervision over first line supervisory staff, clerical and/or technical program staff.

In Sheriff's Department, receives general direction from Undersheriff and Sheriff; exercises direct supervision over clerical and/or technical program staff.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Plans, prioritizes, assigns, supervises and reviews the work of staff involved; provides or coordinates staff training and development. Participates in the selection of staff; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline procedures.

Coordinates and monitors assigned operations to ensure compliance with policies, procedures and regulations.

Review and analyze proposed legislation and advise management on the potential impact.

Make decisions in financial, personnel, and other administrative systems.

May administer or assist in administering assigned grant programs and ensure compliance with grant requirements.

Staff Services Manager I
New 07/22/03
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Rev.- 02/11/07
Rev.- 07/01/07
Rev.- 01/13/08
Rev.- 07/13/08

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M.O. #22-2/6/07
M.O. #22-2/6/07
M.O. #22b 12/18/07
M.O. #22b 12/18/07

Conducts research related to assigned programs; analyzes findings; prepares recommendations, reports and necessary correspondence; presents reports to appropriate agency, committee, Board and/or County staff.

Composes, prepares, maintains and/or processes a variety of records, reports, plans, correspondence, agreements, contracts, etc., as required.

Participates in budget preparation and administration; submits justifications for supplies and equipment; monitors and approves expenditures; prepares fiscal reports and updates.

Prepares bid specifications for services and equipment; reviews purchase requisitions and invoices prior to processing; maintains contact with vendors and service providers.

Serves as staff liaison to Board of Supervisors, advisory boards, outside agencies, committees, commissions, etc.; prepares agenda items for the Board.

Attends a variety of meetings with staff, other departments/divisions and/or outside agencies as appropriate; prepares presentation materials and meeting agendas/minutes; disseminates meeting information to departmental staff.

Receives and responds to inquiries, requests for assistance and complaints from County staff, outside agencies and/or the general public.

Performs general administrative duties as required, including but not limited to compiling data for reports, completing and processing various forms, maintaining inventory, developing schedules and calendars, maintaining computer record-keeping operations, creating databases and charts, processing personnel/payroll documents, etc.

Performs routine office duties as required, including but not limited to typing reports and correspondence, copying and filing documents, entering computer data, assembling materials, faxing information, answering the telephone, processing mail, etc.

Performs related duties as assigned.

Additional duties for Staff Services Manager in Sheriff's Department

Performs routine office duties as required, including but not limited to typing reports and correspondence, copying and filing documents, entering computer data, assembling materials, faxing information, answering the telephone, processing mail, etc.

This position is associated to the Office of Emergency Services (OES) and serves as required in the Emergency Operations Center (EOC); provides fiscal management/reporting of Sheriff's Office emergency responses (both local and mutual aid). Works closely with the Deputy Director of OES and Sheriff's Administrative Assistant to identify projects that can enhance emergency preparedness and planning to the Glenn Operational Area. Provides day to day advanced level technical and analytical support to the Deputy Director of OES, as well as support during emergency activations. Oversee the assignment and distribution of materials and personnel under emergency conditions.

Assists with managing the day to day operations of the Operational Area Office of Emergency Services.

Serves as the Communications Information Officer for the department and oversees the development and maintenance of countywide emergency communications systems including radio, E911, and department secured IT networks. Also assists as secondary administrator on countywide emergency notification systems; provides instruction on systems to member agency staff.

Responsible for updating and maintaining department social media.

Participates in office sponsored programs and committees that shape policy.

Keeps informed on latest developments in laws, planning, guidance, methods, techniques, equipment, and facilities regarding emergency operations.

QUALIFICATIONS:

Knowledge of:

Pertinent federal, state and county laws and regulations.

Modern office practices and technology, including the use of computers for data and word processing.

Organization, fiscal and personnel management.

Principles of supervision, training and performance evaluation.

Research methods, techniques and procedures.

Principles and/or methods of public and/or business administration.

Budgeting procedures and techniques.

Principles and procedures of fiscal and statistical record-keeping.

Business letter writing and report preparation.

English usage, spelling, grammar and punctuation.

Basic mathematical principles.

Additional knowledge required to work in Sheriff's Department

Pertinent federal, state and county laws and regulations.

Basic principles of emergency response programs and planning.

National Incident Management Systems (NIMS), Standardized Emergency Management Systems (SEMS), and Incident Command System (ICS).

Principles of government operations including organizational planning and analysis, disaster response procedures, and report writing.

Modern office procedures, methods, and equipment, including computers and applicable software applications such as word processing, spreadsheets, databases, and other specialized applications such as department record management systems, E911 systems, and other relevant systems.

Ability to:

Plan, assign, train, and supervise the work of others; develop program goals; assume total responsibility to staff support program area in a medium to large department for administrative services.

Learn, understand and interpret pertinent federal, state and local laws, codes and regulations.

Learn the operation, policies and procedures of the County and the department.

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

Evaluate the work of staff.

Prepare and administer a budget.

Establish and maintain cooperative working relationships with those contacted during the course of work.

Communicate clearly and concisely, both orally and in writing.

Maintain records and prepare required reports.

Maintain confidentiality as required.

EXPERIENCE AND TRAINING GUIDELINES:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One year of experience in the Interagency Merit System performing duties comparable to Staff Services Analyst II.

OR

Two years of increasingly responsible analytical experience in staff services such as management, personnel, fiscal, staff development, or data processing analysis work, including the preparation of recommendation and reports.

Additional qualifying experience may be substituted for the required education in a year-to-year basis to a maximum of four years.

Training:

Bachelor's degree from an accredited college or university with major course work in business administration, public administration or related field.

LICENSE OR CERTIFICATE FOR SHERIFF'S DEPARTMENT

Possession of, or ability to obtain, a valid California driver's license.

Possession of, or ability to obtain, Incident Command System (ICS) and National Incident Management System (NIMS) certificates including: IS-100, 200, 300, 400, 700, and 800.

Possession of, or ability to obtain, OES ICS/NIMS Professional Development Series.