


**JEFFERSON COUNTY
JOB DESCRIPTION**

Position: Central Services Director
Department: Central Services/County Administrator
Annual Hours Worked: 2080
Exempt Salary System Grade: MGR23
Reports To: County Administrator
FLSA: Exempt - Executive
UNION: Exempt
Approved: April 2022
Approved By: Human Resources Director 

1.0 MAJOR FUNCTION AND PURPOSE

- 1.1 Responsible for budgeting, capital planning, and financial planning and analysis for the Central Services Department.
- 1.2 Plan, organize, and direct all Central Service Department functions and divisions, including Information Services (information technology, telecommunications, GIS, records management and public records administration), Facilities (facilities maintenance, capital facility planning and projects, and debt service), and Equipment Rental.
- 1.3 Assist the County Administrator, Board of County Commissioners and departments to plan and implement public administration best management practices, work closely with the independent Elected Officials and department directors, coordinate with other governments and organizations, manage special projects and provide support as requested by the County Administrator.

2.0 SUPERVISION RECEIVED AND EXERCISED

- 2.1 Exercise significant independent judgment and action with general direction from the County Administrator. This position works at the pleasure of the County Administrator.
- 2.2 Supervise all employees in the Central Services Department, either directly or through subordinates. Administer county policies via the Elected Officials and other department directors throughout the County.

3.0 SPECIFIC DUTIES AND RESPONSIBILITIES

3.1 Capital Planning

- Develop multi-year capital improvement programs and assemble the County's annual construction program for adoption.
- Update the County's facilities plan to maintain and improve equipment and facilities to meet present and future needs, including a finance plan.

- Update needs assessments, propose priorities, review funding options and recommended strategies to fund capital projects.
- Implement debt issuance or other funding strategies with the Treasurer for approved projects.
- Work with the Department of Community Development and other departments to develop, update and monitor the Capital Facilities element of the County's Comprehensive Plan as needed.

3.2 Assist with Risk Management as requested by the County Administrator.

3.3 Central Services Management:

- Through the services provided by Central Services, support the effective and efficient operation of all other departments and branches of County government and the delivery of accessible, quality services to citizens.
- Oversee development, implementation and updates of Central Services strategic plans and annual work programs to reduce operations downtime.
- Provide managerial leadership, supervise, mentor, and train personnel; plan and organize workloads and staff assignments, review progress, direct changes in priorities, programs, projects, and schedules as needed to assure work is performed in a timely and efficient manner according to guidelines, procedures, and legal regulations. Establish work rules and performance standards. Conduct or oversee performance evaluations and disciplinary actions as warranted; resolve grievances and other sensitive personnel matters.
- Establish and implement policies, procedures, safety requirements and standards for the efficient and effective operation and maintenance of assigned functions.
- Supervise preparation of departmental budget consistent with departmental objectives and goals and County budget constraints; direct department operations to achieve goals and work programs within budgeted resources; monitor all fiscal operations of the department.
- Direct the resolution of inquiries, problems, complaints, or emergencies affecting availability or quality of services; respond to the most sensitive or complex inquiries or service complaints.
- Improve the County's ability to rapidly recover after a disaster.
- Improve the quality of County services and information and improve ease and access to information for staff and the public.
- Provide secure, efficient storage, retrieval and purging of records in conformance with adopted retention schedules; reduce long-term records management costs and support efficient response to public records requests.
- Provide for the maintenance, improvement, and/or replacement of County facilities, fleet and equipment.

3.4 County Operations:

- Serve as a member of senior management to advise and assist the Administrator and Commissioners to establish and implement public administration best management

practices and conduct strategic planning for the improved operation of County government.

- Serve on task forces and committees participating in the County's strategic planning, and addressing County-wide policy and management issues.
- Maintain effective relations with the independent Elected Officials and department directors, and coordinate activities with other governments and private and civic organizations.
- Help establish and update service level goals, and maintain a performance benchmark and monitoring system to support quality and efficient county operations and delivery of services.
- Exercise broad authority in developing policies and programs, and administer them once adopted. Conduct research and develop policy recommendations regarding a variety of difficult and complex administrative or management issues related to County programs, operations, and services.
- Manage special projects and provide other support as requested by the County Administrator. Interpret regulations and advise the County Administrator, the Board and other County officials on the various implications of proposed decisions or activities.
- May fill in as Acting County Administrator in their absence.
- Perform other tasks as directed.

4.0 **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- 4.1 **Communication Skills**: Ability to read, analyze, and interpret scientific and technical journals, policy and regulations, and legal documents; Ability to respond to routine inquiries or complaints from internal or external customers; Ability to write speeches and articles for publication that conforms to prescribed style and format; Ability to effectively present information to other managers, public groups, and/or Boards of Directors; Ability to report on findings for a wide variety of audiences, including the general public, technical publications and professionals.
- 4.2 **Mathematical Skills**: Ability to work with mathematical concepts such as probability and statistical inference; ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations. Ability to develop statistical analysis, interpret statistical data and generate appropriate information to analyze complex operational, financial, and/or management issues within organization for Managers and program staff.
- 4.3 **Reasoning Ability**: Ability to define problems collects data, establish facts, and draw valid conclusions; Ability to interpret and solve practical problems and deal with a variety of abstract and concrete variables; Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- 4.4 Experience working in the public sector management, including legislative and policy development, strategic and applied planning, program and operational management.

- 4.5 Knowledge of: the statutory duties and functions of County government and its relation to the total governmental structure; State and federal laws as they pertain to County government; the legislative and public policy development process; the principles, practices and trends of public administration; contracts and procurement; capital and facility planning and finance; generally accepted accounting principles and the Washington State Budgeting, Accounting, and Reporting System (BARS); performance auditing; the use and trends of technology in government; archive and retention requirements; public records disclosure requirements; and trends in the local, state and national economies.
- 4.6 Experience in making successful grant applications and State and federal funding requests.
- 4.7 Ability to prepare required documentation with a high standard for accuracy, completeness, and efficiency; be independent and self-motivated to manage projects and complete required deadlines while simultaneously completing other tasks.
- 4.8 Knowledge of and ability to operate a personal computer, typical office software, other office equipment standard to areas of assignment, and adapt to new and/or modified equipment.
- 4.9 Ability to effectively delegate responsibility to subordinates; lead, motivate, and develop staff, and manage the diverse work activities of skilled subordinates in a manner conducive to high performance and morale; organize, develop and maintain a network of productive, harmonious relations with county officials, sister agencies, and the general public.
- 4.10 Knowledge of the application of information technology, telecommunications, GIS and records management as they apply to County government; knowledge of fleet and equipment management through an Equipment Rental & Revolving Fund (ER&R); and knowledge of facility planning and management.
- 4.11 Ability to quickly grasp new techniques, deal with rapid changes in events, remain calm in stressful situations, relate to various personality styles in a calm, professional manner.
- 4.12 Understand the need for maintaining confidentiality of sensitive information.
- 4.13 Assure efficient and effective utilization of volunteers and department personnel, funds, materials, facilities, and time.
- 5.0 COMPETENCY:** To perform the job successfully, an individual should demonstrate competence in the following areas:

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Delegation - Delegates work assignments; Matches the responsibility to the person; Sets expectations and monitors delegated activities.

Managing People - Staff planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self-available to staff; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external)

Quality Management - Improves processes, products and services; Demonstrates accuracy and thoroughness.

Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.

Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organizations goals and values.

Judgment - Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Planning/Organizing - Prioritize and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals;

Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Seeks increased responsibilities; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation - Generates suggestions for improving work.

6.0 MINIMUM QUALIFICATIONS

6.1 Bachelor's degree from an accredited college or university in Public Administration, Financial Management, Business Administration, Accounting, or a closely related field; and five (5) years of progressively responsible public sector management experience; A Master's degree in a related field is strongly preferred.

OR

An equivalent combination of education and experience.

6.2 Valid Washington State Driver's License with a driving record free of serious or frequent violations and ability to maintain a valid license.

6.3 Must pass a Criminal History Check which includes being fingerprinted.

7.0 WORK ENVIRONMENT

7.1 Work is primarily performed in the office, but also requires driving to meetings. Attendance at meetings may require working evening hours.

7.2 While performing the duties of this job the employee is regularly required to talk and hear, and to stand; walk, sit, use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee is occasionally required to reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. The employee must frequently lift and/or move up to 25 pounds. Specific vision requirements include: close vision, distance vision, color vision, peripheral vision, depth perception, night vision, the ability to read small print and the ability to adjust focus.

7.3 Work is normally performed indoors, in an environment with moderate noise.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change as the needs of the employer and requirements of the job change.