

Shelby County Department of Job & Family Services

Position Description

TITLE: Director
SUPERVISOR: Shelby County Commissioners
PCN: 1000
CLASSIFICATION/SERIES: 1000
DIVISION: Administration
PAY RANGE: X
EXEMPTION STATUS: EXEMPT
WORKING HOURS: M-F 7:30 am - 4:00 pm

ESSENTIAL DUTIES:

- Responsible for the operation and ongoing administration of all agency functions.
- Maintains all agency programs and activities.
- Provides indirect supervision to all agency employees.
- Determines work policy and standards of performance.
- Oversees fiscal duties for the agency.
- Directly supervises management staff from assigned agency divisions.
- Determines need for new staff members and informs county commissioners of need.
- Interviews applicants and makes recommendations to the county commissioners for the hiring of new employees.
- Disciplines subordinates and initiates actions for the termination of employees, when necessary.
- Reviews, approves or denies employee requests for leave.
- Completes performance evaluations of subordinates' work.
- Meets with subordinates regarding any grievances.
- Assigns and reviews work of subordinates.
- Provides direction and technical assistance to subordinates concerning program regulations, policies, and procedures.
- Conducts staff meetings.
- Attends related conferences and meetings as assigned. Stays current on program regulations, policies, and procedures.
- Testifies in court if necessary.
- Acts as a liaison, performs public relations functions.
- Prepares and generates reports.
- Gives speeches and/or presentations.
- Administers, monitors, and/or negotiates contracts.
- Serves on internal/external committees as assigned.
- All other duties as assigned.

• **CRITICAL SKILLS/EXPERTISE:**

- Thorough and expert knowledge of related governmental policies and procedures, to include federal, state, and local laws, rules and regulations;
- Ability to manage multiple personnel situations;
- Ability to apply management principles and supervisory skills to work situations, to direct, motivate and manage subordinate personnel, to plan and implement department goals and objectives, to develop and implement programs and projects, to delegate duties, to develop collaborative relationships and to initiate and recommend corrective action;
- Thorough understanding of human service principles and social work procedures;
- Ability to communicate effectively, both orally and in writing;
- Effective public speaking skills;
- Ability to deal with many variables, define and solve problems, collect, analyze and interpret data, establish facts and determine specific action;
- Ability to forecast requirements and control expenditures within budgeting guidelines;
- Ability to organize and maintain large volumes of information and paperwork;
- Ability to work effectively with customers who may be upset, distraught, irate, emotionally or mentally or otherwise unable to function within reasonable range of constructive behaviors;
- Knowledge and ability to resolve complaints from citizens and address public inquiries;
- Thorough knowledge of and ability to apply program policies and procedures to assist staff in their job performance;
- Knowledge of general accounting and bookkeeping fundamentals and procedures;
- Thorough knowledge of government structure, operations, functions, practices and procedures; and
- Knowledge of strategic and long term planning, program planning and development, financial /budgetary planning/management and personnel management.

MINIMUM QUALIFICATIONS:

- Completion of undergraduate major coursework in one of the following or a related field: business administration, public administration, human services, human resources, psychology, sociology, social work, education or finance. Also requires and additional four (4) years of administrative/managerial experience to include responsibility for managing the fiscal aspects of an organization, agency, program or operational area and assisting in developing and implementing policies, programs, laws, rules and/or regulations. At least one of the four years must have been as a supervisor over subordinate staff and/or contractors.
- Or requires three courses or eighteen months of experience in business administration and /or public administration, one course or six months of experience in accounting or finance, two courses or twelve months of experience in social welfare, one course or six months of experience in human resources management, and one course or six months experience in written communication for business. Also requires and additional four (4) years of administrative/managerial experience to include responsibility for managing the fiscal aspects of an organization, agency, program or operational area and assisting in developing and implementing policies, programs, laws, rules and/or regulations. At least one of the four years must have been as a supervisor over subordinate staff and/or contractors.
- Or fifteen (15) years of administrative/managerial experience to include responsibility for managing the fiscal aspects of an organization, agency, program, or operational area and assisting in developing and

- implementing policies, programs, laws, rules, and/or regulations. Also the fifteen (15) years must have been as a supervisor over subordinate staff and/or contractors in a Job and Family Services agency.
- Or education, training and /or experience in an amount equal to the Minimum Qualifications stated above.
- Must have the ability to professionally deal with difficult clients in adverse situations.
- Must be detail oriented, have strong organizational skills and excellent typing and computer skills.
- Must have excellent verbal and written communication skills including telephone etiquette and interviewing techniques sufficient to obtain additional information from customers.
- Must be able to multi-task.
- Must work cooperatively with other staff and community service providers.
- Must be available for occasional overnight travel.
- Must be able to bend, stretch, reach, and occasionally lift up to 40 pounds.
- Must have the ability to operate a variety of office equipment including, but not limited to: computer, computer programs (Word, Excel, PowerPoint). I-Pad, cell phone, copier, telephone, calculator, facsimile, and other equipment necessary to perform duties.

ACKNOWLEDGEMENT:

I acknowledge receiving a copy of this job description, that I meet all minimum qualifications, and that I can perform essential job duties with or without a reasonable accommodation.

Employee

Date

Administrator

Date