



City of Tigard Central Services Department

Central Services Director Job Description

DEFINITION

Under administrative direction, plans, organizes, manages and provides administrative direction and oversight for all functions and activities of the Central Services Department including Municipal Court, Records, City Recorder, Design and Communications, City Website, and Fleet and Facilities. Coordinates assigned activities with other departments, officials, outside agencies, and the public. Fosters cooperative working relationships among city departments and with intergovernmental and regulatory agencies and private groups. Provides highly responsible and complex professional assistance to the Assistant City Manager and City Manager in areas of expertise and performs related work as necessary.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Assistant City Manager. Exercises general direction and supervision, over management, supervisory, professional, technic and administrative support staff through subordinate levels of supervision.

CLASSIFICATION CHARACTERISTICS

This is a department head classification that oversees, directs, and participates in all activities of the Central Services Department including short and long range planning, development, and administration. Successful performance of the work requires knowledge of public policy, municipal functions, and activities, including the role of the elected city council, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the Central Services Department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of each department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering city goals and objectives within general policy guidelines.

ESSENTIAL JOB FUNCTIONS

- Plans, manages, and oversees all Central Services Department programs, services, and activities including Municipal Court, City Recorder, Records, Design and Communication, City Website, and Fleet and Facilities.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the Central Services Department and establishes, within city policy, appropriate budget, service and staffing levels.
- Manages and participates in the development and administration of the department's annual budget, oversees division budgets, and allocates resources as necessary.
- Contributes to the overall quality of the department's service by developing, reviewing and implementing policies and procedures to meet legal requirements and city needs.
- Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures. Assesses and monitors the distribution of work, support systems, and internal reporting relationships.
- Conducts a variety of departmental organizational and operational studies and investigations. Identifies opportunities for improvement/modification. Directs the implementation of change.
- Selects, trains, and directs department personnel. Responds to staff questions and concerns.
- Provides leadership, communication, and motivation to departmental employees. Sets goals, develops positive relationships, and manages employee expectations.
- Evaluates and reviews employee work for acceptability and conformance with department standards, including program and project priorities and performance evaluations. Works with employees to correct deficiencies and implements discipline and termination procedures.
- Administers and interprets Municipal Court rules and ensures compliance with applicable state statutes and local laws, ordinances, rules, and regulations that govern Municipal Court operations.

- Provides general direction to the City Recorder and Municipal Records Division ensuring compliance with applicable State and local laws, ordinances, rules and regulations that govern elections, public records, and public meeting law.
- Provides overall direction and coordination of city design and web services to ensure general conformance with the city's design standards and communication plan goals and key messaging.
- Evaluates the need for and develops plans and schedules for long-range fleet and facilities maintenance programs. Organizes available resources for the maintenance, improvement, and repair of public works facilities and city equipment. Compiles estimates, contract provisions, and specifications.
- Represents the Central Services Department to other city departments, elected officials, and outside agencies. Explains and interprets departmental programs, policies, and activities and negotiates to resolve significant and controversial issues.
- Implements adopted administrative services strategic plans, policies, and standards.
- Participates on and makes presentations to city council and a variety of boards and commissions. Attends and participates in professional group meetings, a variety of committees, task forces, or community groups as necessary.
- Stays abreast of new trends and innovations in the types of public services as they relate to the area of assignment. Researches emerging products and enhancements and their applicability to city needs.
- Monitors changes in laws, regulations, and technology that may affect city or departmental operations; implements policy and procedural changes after approval.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects, as assigned.
- Maintains and directs the maintenance of working and official departmental files.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner. Identifies and reports findings and takes necessary corrective action.
- Negotiates and administers contracts with private vendors to provide City services.
- Coordinates regularly with others to maximize efficiency of interdepartmental operations and activities.
- Performs other duties as assigned.

JOB QUALIFICATIONS

Knowledge of:

- Principles and practices of municipal government administration.
- Administrative principles and practices related to department operations, including goal setting, program development, implementation, and evaluation, project management, and supervision of staff.
- Principles and practices of employee supervision/personnel management, including work planning, assignment, review and evaluation, and the training of staff in work procedures including direct supervision and through subordinate levels of supervision.
- Public agency budgetary, contract administration, administrative practices and general risk management related to the functions in the assigned area.
- Organization and management practices as applied to the identification, development, research, analysis, reporting, and evaluation of projects, programs, policies, procedures, and operational needs.
- Applicable federal, state, and local laws, codes, safety regulations, and departmental processes, procedures, rules, and regulations.
- Methods and techniques for the development of presentations, contract negotiations, business correspondence, and information distribution.
- Business arithmetic, statistical techniques, and principles and procedures of financial record keeping and reporting, basic accounts payable, and purchasing.
- Record keeping principles and procedures.
- English usage, grammar, spelling, vocabulary, and punctuation.

- Techniques for providing a high level of customer service to the public and city staff, in person and over the telephone.

Skill in:

- Using personal computers, various related software programs, and standard office equipment to produce documents and files, e-mail, use internet software and computer programs used by the city including MS Office Word, Excel, and PowerPoint.
- Communicating in oral and written form to process information (including instructions, descriptions, and ideas), and to express such information verbally and in writing so that others will understand and, at times, be convinced or persuaded.
- Demonstrating active listening and interpersonal skills.
- Resolving conflict and applying problem-solving techniques to resolve issues.
- Organizing work, setting priorities, and meeting critical time deadlines.

Ability to:

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
- Effectively administer special projects and contractual agreements and ensure compliance with stipulations.
- Understand the organization and operation of the city's central services divisions and outside agencies as necessary to assume assigned responsibilities.
- Provide training to staff in work procedures and develop staff skills and abilities.
- Prepare clear and effective written materials including reports, correspondence, policies, procedures, and other written material; present information/write in a creative, descriptive, technical, and/or factual manner to intended audiences.
- Conduct complex research, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports for new service delivery methods and other projects.
- Effectively conduct meetings, present information, and respond effectively to questions in one-on-one, small group, and large group situations to a variety of audiences.
- Analyze situations and identify pertinent problems/issues; collect relevant information; evaluate realistic options; and implement appropriate course of action.
- Conduct effective negotiations.
- Effectively represent the department and the City in meetings with individuals, governmental agencies, community groups, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations, and in meetings with individuals.
- Use tact, initiative, prudence and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work including community members.
- Work independently with accountability.
- Remain open to and consider others' ideas and contribute to building a positive team spirit.
- Identify and appropriately address safety and security threats.

MINIMUM QUALIFICATIONS

Minimum Education/Experience Requirements:

Any combination of training and experience, which would provide the required knowledge, skills and abilities, to perform the essential functions of the position, may be qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a Bachelor's degree from an accredited four-year college or university with major coursework in business or public administration or related field, AND

- A minimum of seven (7) years management and/or administrative experience, including a minimum of two (2) years of supervisory experience.

Preferred Qualifications:

- Supervisory or management experience in a governmental or public agency setting.

License and Certification Requirements:

- Possession of a valid driver's license with a satisfactory driving record.

WORKING CONDITIONS

Work Environment:

The duties for this job will be performed primarily in an office environment with moderate noise levels, controlled temperature and ventilation conditions, and rare to no direct exposure to hazardous physical substances. The duties for this job may require interaction in difficult interpersonal situations with both staff, public, and/or external representatives in interpreting and enforcing departmental policies and procedures.

Physical Demand/Manual Dexterity:

The duties for this job require mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, crouch, reach, and push and pull drawers open and closed to retrieve and file information. Duties require the ability to lift, carry, push, and pull materials, supplies, and objects weighing up to 25 pounds as well as stand, sit, use hands for fine manipulation, handle or feel and reach with hands and arms. Specific vision abilities required by this job include close vision, distance vision, ability to adjust focus, and peripheral vision.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Management is receptive to receiving requests from employees for accommodations related to disability, will engage in the interactive process with employees who make such requests and, where accommodation is needed and reasonable, is committed to providing accommodation, unless doing so would impose an undue hardship on the operation of the business.

Revision:

June 2015: new classification established due to Administrative Services/Central Services re-organization