

CLASS SPECIFICATION FOR
Senior Management Specialist

GENERAL STATEMENT OF DUTIES: Performs highly responsible professional staff duties involving the planning, study, development, management and implementation of projects for the improvement of various County, agency, or section operations; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An incumbent in this class is responsible for designing and/or implementing a service program or project, planning and conducting studies, making recommendations, and/or managing and overseeing the installation of specific management improvement procedures. Recommendations are developed from time analysis and consideration of work standards, space allocation/utilization and application of facilities, equipment, and human resources, utilizing automated data processing systems as appropriate. The incumbent may function as program liaison to relevant State or federal agencies or with civic and community groups. Work is performed with considerable independence and initiative, subject only to general administrative direction and policy guidance. The employee may supervise program staff, participants or volunteers, and demonstrates solid supervisory and leadership skills. Work or project/program environment may at times be volatile or demanding, requiring a degree of restraint and self-confidence, diplomacy, superior customer service and tact on the incumbent's part. Employee and program effectiveness is determined by the acceptance of recommendations and by the positive evaluation of programs implemented and maintained.

EXAMPLES OF WORK (illustrative only):

- ◆ Designs and/or directs project/program team, overseeing the design or adaptation of a program and its services and its implementation;
- ◆ Supervises program staff, participants and volunteers;
- ◆ Interacts with high-level government officials, court officials, the media, civic and community groups and citizens;
- ◆ Coordinates and oversees programming and implementation of special events and programs for diverse audiences;
- ◆ Develops detailed work plans which set forth task definition, staffing requirements and completion dates;
- ◆ Conducts studies in systems, procedures, and methods improvement; work measurement and control program performance standards; reporting and information systems; management techniques; and cost-benefit analysis of programs and services;
- ◆ Designs and develops survey questionnaires to elicit factual and perceptual data from appropriate sources;
- ◆ Determines appropriate survey recipient groups and draws random samples, when necessary;
- ◆ Oversees survey distribution and collection process;
- ◆ Analyzes quantitative and qualitative data collection using appropriate statistical procedures;
- ◆ Develops and maintains a plan for implementing recommended operation improvements, including individuals responsible and estimated completion dates;
- ◆ Develops and implements management strategies for the effective combination of systems and resources;
- ◆ Oversees implementation of approved plans;
- ◆ Participates in the development of project areas where outside consultants are retained, establishing criteria for their selection, evaluating proposals and monitoring consultant performance in terms of contract provisions;
- ◆ May serve as departmental liaison with central Information Technology, including coordinating service needs and requests;
- ◆ Develops and manages program budget;
- ◆ Prepares comprehensive and special reports as mandated and as requested;
- ◆ Performs related work as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Extensive knowledge of the subject field and services provided by the program/project to which assigned; considerable knowledge of the principles and practices of modern management techniques; considerable knowledge of research and statistical analysis; considerable knowledge of subject matter in area of assignment; considerable knowledge of methods-improvement techniques, management strategies, management analysis, cost-benefit analysis and data processing; proven supervisory skills; strong organizational skills; proven supervisory and leadership skills; proven skill in making oral presentations; ability to establish and maintain effective working relationships with County and other governmental officials/representatives, community and civic leaders, program participants, volunteers and citizens; ability to develop quantitative and qualitative data retrieval instruments; ability to analyze, interpret, and report findings and recommendations; ability to present ideas concisely and effectively, both orally and in writing; ability to develop and conduct relevant training and informational sessions.

Senior Management Specialist (continued)

MINIMUM EDUCATION AND EXPERIENCE: Possession of a bachelor's degree in public administration or a field directly related to the position and program/agency to which assigned, plus three (3) years of responsible directly related work experience (preferably including some supervisory experience); OR, any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

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Revised 06/16/04

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This is a class specification and not an individualized job description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.