

Management Specialist Manager



General Summary of Classification:

Manages a program or area of service, the delivery of services, guidance, counseling, etc. to program/service consumers; oversees data collection and analysis; evaluates data and writes reports containing descriptive, analytical, and evaluative content and viable well-supported recommendations for program, process, service delivery improvement; ensures the assigned program/area of service meets and maintains compliance with applicable policies, procedures and regulatory requirements; supervises an assigned professional staff of Management Specialists; performs other duties as assigned.

Examples of Primary Tasks, Duties and Responsibilities (TDR):

NOTE: This is not a job description. The following examples are intended to be illustrative of the nature and scope of TDR that are typically assigned to positions in this job classification. Examples below are not all comprehensive. Actual assigned TDR may vary based on operational needs.

- Manages all aspects of an assigned program to ensure the County's intended goals for the program/area of service are met, the ongoing compliance with all program, funding source and regulatory requirements, and the needs of the program's intended beneficiaries are being met in the most timely and effective manner;
- Manages a staff of Management Specialists with specialized knowledge of and experience with the program/area of service;
- Builds and maintains strong working relationships with County staff and Officials, assigned staff, a diverse array of internal and external stakeholders with varying and potentially conflicting goals and needs; partners with a wide array of internal and external resources to ensure the effective and appropriate delivery of services and support to program consumers;
- Manages the approved budget and day-to-day operations and staff of the assigned program of area of service;
- Performs other duties as assigned.

Knowledge, Skills and Abilities (KSA) Typically Required:

- **Occupation-specific:** Comprehensive working knowledge of the programming, services and subject field of the assigned program/services; thorough working knowledge of research, statistical analysis, data management and reporting; thorough working knowledge of subject matter in area of program assignment; thorough working knowledge of best practices, service delivery processes and strategies, relevant current trends, program performance metrics and analysis, cost-benefit analysis and regulatory compliance requirements for assigned program/services; proven program management skills; basic project management skill; sound budget preparation and management skills; proven supervisory and leadership skills; strong organizational skills; presents ideas clearly, concisely and effectively, both orally and in writing; proven ability to adapt communications to target audiences and to develop and conduct relevant training and informational sessions.
- **Technical:** Sound computer skills with the ability to use computer and typical business software, proprietary software and applications, and various wireless technologies and peripherals for communications and to complete assigned tasks.
- **Interpersonal, Communication and Customer Service:** Develops and maintains sound working relationships with local, state and officials, business and community leaders, other internal and external stakeholders, and program participants relevant to the assigned program; communicates and interacts professionally with diverse array of relevant stakeholders and adapts communication style to target stakeholders; excellent collaborative skills; works well independently and as part of a team; proven ability to effectively supervise a professional staff with specialized knowledge and duties specific to the assigned program or services; provides excellent customer service; demonstrates politically savvy, courtesy and tact.
- **Decision-making and Authority:** Manages the program budget and staff; ensures compliance with all programmatic related policies and regulations, funding source requirements, applicable local, state and federal regulations, reporting and audit requirements; accurately understands, interprets and applies program goals, policies and applicable regulations and requirements for staff, program consumers and other related internal and external stakeholders.
- **Leadership:** Supervises staff of Management Specialists. Serves as the primary County representative for the program.
- **Environment:** Typically works in an office setting; may be required to work in a wide array of indoor and outdoor locations based on assigned job duties and program requirements; may be required to work nights, weekends or holidays as needed.
- **Physical:** Visual and hearing acuity sufficient to recognize engage with assigned staff and a diverse array of internal and external stakeholders. Physical ability sufficient to perform assigned duties in various locations as needed.

Minimum Education and Experience:

Education: Four (4) year degree in a relevant field, relevant master's level degree preferred;

Experience: Five (5) years of responsible directly related work experience, preferably with prior supervisory experience;

OR: Any equivalent combination of experience and training which provides the necessary knowledge, skills and abilities.

Other Requirements (License, Certifications, Training, etc.):

- Valid driver's license to perform assigned duties at various locations.
- May be required to travel or work a flexible or on-call schedule as needed
- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.
- Successful completion of NIMS ICS 700. Additional NIMS ICS training courses may be required.

NOTE: This is a class specification and not an individualized position description. A class specification defines the general nature and scope of duties and responsibilities of positions in a job classification Class specs are not intended to describe and does not list all of the job duties and responsibilities that may be assigned to a specific position in a job classification.