



CLASSIFICATION NO. 854
Established: 11/17
FLSA: Exempt
EEO: 1

ASSISTANT DIRECTOR, WATER ENVIRONMENT SERVICES

CLASS CHARACTERISTICS

Under general direction, to plan, organize and manage the administrative and program operations of assigned functional areas within the Department of Water Environment Services; to act as the department director in his/her absence; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Department of Water Environment Services manages and operates the County's utility service districts, including sewage facilities, collection systems, pump stations, treatment plants, and surface water management.

The Assistant Director, Water Environment Services provides broad strategic and operational support to the WES Department Director regarding policy development and implementation, and by regularly acting in the Director's capacity on key issues and in the Director's absence. The incumbent provides direction to the department to facilitate strategic planning, program development, establishment of annual goals and objectives, personnel management and customer service improvements. The incumbent is responsible for managing the staff and operations of several functional areas within the department.

The Assistant Director, Water Environment Services is the second in command within the department and differs from the WES Director who oversees department-wide operations and has authority and responsibility for the strategic direction of the department's mission and the outcomes of department performance. This position also differs from the WES Technical Division Manager, which supervises personnel and programs within one functional area.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Develops and recommends new and revised policies, programs, goals and objectives; establishes priorities and directs, with division managers, the preparation of the Department's strategic plans, annual work programs and outcome reporting; monitors division operations for customer service improvement success in achieving target performance metrics and compliance with Federal, State and local statutes, rules, regulations and ordinances; develops effective management programs and systems for special services and assigned areas of responsibility.
2. Acts on behalf of the WES Director on assigned projects, issues, and in the Director's absence; serves as point person on key strategic initiatives; provides policy interpretation and policy direction to other departments as well as to the WES management team;

participates in department long-range planning processes; participates in program decisions with members of the County's Executive Management Team.

3. Assists the Director in the administration of department programs and operations including coordination of staff, consultants and contractors; facilitates and coordinates revenue and resource sharing among the various divisions; develops systems and controls to improve quality of business processes and performance; promotes excellence in customer service; executes customer service enhancement programs and assists in the development of improved internal communications standards with department management, the County Administrator and the Board of County Commissioners.
4. In cooperation with the Director, hires and directs division management and other staff to provide quality service to citizens and County staff; prepares performance evaluations; recommends and administers progressive discipline; conducts, coordinates and/or facilitates staff training and development programs; promotes professionalism and cooperative team efforts among staff, department personnel and with other County departments.
5. Assists the Director and management leadership team with division and department budget development and administration; reviews and analyzes financial, operating and investment policies; researches and recommends funding sources and cost control measures; accountable for the propriety of expenditures and establishes financial initiatives and standards.
6. Represents the department, division and programs to public and private agencies and groups; makes technical presentations before commissions, boards and the public; responds to citizen inquiries and complaints in a timely and effective manner; researches, mediates and resolves technical, sensitive and/or controversial issues and concerns for internal and external customers; coordinates department work efforts and objectives with other county departments or divisions and the community; represents the department to elected officials, outside agencies, the community, and media.
7. Provides consultation and direction to divisions on personnel issues such as discipline, grievances, staffing, recruitments, employee development, employee relations, promotions and layoffs; may participate in the collective bargaining process as a member of the negotiating team.
8. Works closely and in concert with County Administration and Public and Government Affairs regarding state, regional and local issues related to WES; monitors and evaluates legislation, regulations and other issues and their potential impact on WES and regularly updates Director; establishes rapport, builds coalitions and coordinates with similar departments or agencies in order to support, oppose or amend pending legislation and/or legislative proposals; provides and coordinates information and testimony before legislative committees, regulatory agencies and other appropriate bodies.

REQUIRED KNOWLEDGE AND SKILLS

Thorough knowledge of: Principles and practices of public administration and business operations, including personnel management, program planning and budget, grant and contract administration; participative management theories, group facilitation, team building and conflict resolution skills; techniques of mediation, negotiation and public relations; principles of community organization and citizen involvement; labor relations procedures.

Working knowledge of: Current practices and department functions in sanitary sewer services, sewage treatment facilities, and storm and surface water management; applicable federal, state and local statutes and regulations; funding sources and financing methods; labor relations procedures and collective bargaining practices; federal, state and local government operating methods and procedures, including local utility service districts and local improvement districts.

Skill to: Communicate effectively, both orally and in writing; prepare and deliver oral presentations to public and private groups; facilitate consensus building and problem solving; formulate and implement operational and administrative policies; prepare and justify budget requests and grant proposals; review contracts for compliance with County policies and consistency with best industry practices; prepare clear and concise reports;; analyze and evaluate comprehensive research studies utilizing various sources of information; interpret and apply appropriate laws, regulations, codes and ordinances; direct staff in continuous efforts to improve quality, efficiency, productivity, customer service and effectiveness; develop and utilize performance measures to gauge progress in meeting department/division goals; incorporate team participation in decision making; respond to requests by citizens, County elected officials, County Administrator and other County staff; establish and maintain effective working relationships with the public and other County personnel, special interest groups, elected officials and other public and private agencies

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of eight (8) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications: None Required.

PRE-EMPLOYMENT REQUIREMENTS

Driving is required for County business on a regular basis or to accomplish work. Incumbents must possess a valid driver's license, and possess and maintain an acceptable driving record throughout the course of employment.