

DEFINITION:

Under administrative direction, plan, organize, and direct support functions, including, but not limited to, Purchasing, Information Systems, Communications, Mail Room, Reprographics, Customer Service, Field Service (Meter Reading), Fleet Maintenance, and Parks and Facilities Maintenance.

EXAMPLES OF DUTIES:

NOTE: The following are the duties performed by the Support Services Director. However, the Support Services Director may perform other related duties.

1. Confer with the City Manager, Assistant City Manager, Deputy City Manager and department directors concerning administrative and operational problems and makes appropriate decisions and recommendations.

Measures: Provisions of efficient and effective administrative services to departments; effective lines of communication; good working relationships.

2. Coordinate interdepartmental activities with department directors and other City personnel.

Measures: Cooperative and effective relationships between departments.

3. Plan, coordinate, direct, and participate in the development and implementation of administrative goals, objectives, policies, and procedures.

Measures: Implementation of sound plans, policies, and procedures.

4. Manage purchasing activities.

Measures: Effectiveness and efficiency of purchasing functions; high degree of customer satisfaction (both internal and external customers).

5. Manage the City's management information systems, including mainframe systems, local area networks, and personal computers.

Measures: Effectiveness and efficiency of management information systems; high degree of customer satisfaction (primarily internal customers).

6. Manage the City's customer service function, including, but not limited to, the billing and collection of the City's electric, water, wastewater, solid waste, and storm drainage accounts.

Measures: Effectiveness and efficiency of customer service functions; high degree of customer satisfaction (both internal and external customers).

7. Manage the parks and facilities maintenance function.

Measures: Effectiveness and efficiency of maintenance functions; high degree of customer satisfaction (both internal and external customers).

8. Manage the fleet maintenance function.

Measures: Effectiveness and efficiency of maintenance functions; high degree of customer satisfaction (both internal and external customers).

9. Represent the City at meetings with other government agencies, business groups, community groups, and the public.

Measures: Effective and professional representation.

10. Make presentations to the City Council, boards, and commissions as required.

Measures: Effective presentations which facilitate informed decisions.

11. Supervise, train and evaluate staff.

Measures: High level of service provided to the public and other City departments by a competent, motivated, and professional staff.

12. Perform related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Principles of public administration; Federal and State laws, rules, and regulations affecting local government; maintenance and operation of general service and maintenance activities; principles and methods of administrative analysis; effective personnel principles and practices; principles and methods of statistical analysis; local government organizations; and, strategic and long-range planning.

Ability to:

Interact effectively with the City Council, City Manager, Department Directors, other City employees, and the public; analyze complex administrative problems and make sound policy and procedural recommendations; communicate clearly and concisely, both orally and in writing; properly interpret and make decisions in accordance with applicable laws, regulations, and policies; prepare complete and accurate reports; and supervise, evaluate and train staff.

Education:

Any combination of training and experience that provides the required knowledge, skills, and abilities is qualifying; typical education would include a Bachelor's Degree from an accredited college, university, or equivalent with major work in Public Administration, Business Administration, or a closely related field. An advanced degree is preferred.

Experience:

Typical experience would include at least five years of progressively responsible related administrative experience -- preferably in municipal government and a minimum of two years experience as a supervisor.