

DIRECTOR OF OPERATIONS (COMMISSIONER'S OFFICE – DSS)

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of the Commissioner of Social Services, the incumbent functions as a senior-level executive in the department, monitoring various areas of departmental performance, identifying and undertaking many special assignments, as needed, to address or avert problems that arise throughout the Department. In addition, the incumbent plays an integral role as a member of the senior management staff, participating in high-level policy and operational decision-making, based on changes in laws and regulations, funding changes, relevant research or other factors. Often the incumbent will oversee an organizational function or combination of functions. Responsibilities additionally include the planning and development of new program initiatives and the implementation of innovative methods of service delivery. Extensive internal, public and collateral relationships must be fostered and effectively maintained. Direct or administrative supervision is exercised over a number of staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Formulates departmental policies, plans, and programs consistent with the department's goals and the objectives of the Commissioner, as a member of the Department's senior management staff.

Troubleshoots and manages programmatic or operational areas, as assigned;

Coordinates the Department's Emergency Preparedness Plan and functions as the departmental liaison the county Department of Emergency Services;

Participates in planning the departmental annual budget;

Completes special projects to resolve problems or avert potential problems that may arise across the entire spectrum of the Department's responsibilities, implementing corrective actions involving elements of staffing, funding, and programmatic and procedural change;

Develops systems and procedures to support programmatic and operational requirements, or to support new programmatic initiatives, and on an ongoing basis, analyzes and evaluates these systems to ensure their effectiveness;

Oversees the research into and the development of new programs that utilize state and federal grants;

Prepares detailed presentations for the Commissioner to present to various groups, such as the County Board of Legislators, utilizing data such as caseload trends and projections, services rendered throughout the department and details related to the utilization of available funding;

Represents the Commissioner and the Department with community groups, individuals, other agencies and public officials to explain and sustain support for policies and practices in the assigned area and of the Department in general;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Stays abreast of changes in Social Service laws, regulations, and policies; and keeps executive level management apprised of changes and impact;

Plans, coordinates and evaluates the work of staff and assures their ongoing performance management;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of current practices and trends, at the national, state and local levels, in the delivery of social welfare programs; thorough knowledge of the Department's organization, policies, procedures, mission and objectives and the interrelationships of the various program areas; thorough knowledge of the techniques and resources utilized in researching, interpreting and applying relevant Federal, state and local laws and regulations to specific situations in social services programming and public welfare administration; good knowledge of the principles and practices of administrative supervision and decision making; good knowledge of public sector budget planning and development; ability to analyze, plan and direct the delivery of services programs; ability research and conduct analyses, and formulate realistic and innovative approaches to problems related to service delivery, operations, programs and personnel; ability to develop and maintain cooperative working relationships with a variety of groups and individuals; ability to influence the decisions and actions of others; ability to develop and utilize management systems to ensure effective and efficient operations; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential functions of the position; customer service orientation; initiative; integrity; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and six years of experience in a public social service agency and/or a public social services contract agency involving the development, analysis, evaluation, supervision or control of social services delivery systems, programs or operations, two years of which must have been managerial or administrative experience.

SUBSTITUTIONS: A Master's Degree* in a Management or Administration field or in one of the Social Sciences may be substituted for the above experience at the rate of 30 credit hours per year for up to two years. Satisfactory completion of the Department of Social Services' Management Fellowship Program may substitute for the two years of managerial or administrative experience.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

West. Co.
J. C.: Competitive
DRC3
1

Job Class Code: E0822
Job Group: XV