

DIRECTOR OF OPERATIONS (SUPPORT SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, the incumbent of this class is responsible for the staffing, planning, coordinating, organizing and directing an Operations Division providing centralized support services to County departments and their district offices including Building and Space Management, Automotive Operations, Management, Research and Special Projects, the Employee Parking Program, Accounting and Control, and others, as assigned. Additional responsibilities include conducting studies for long-range planning purposes, developing and recommending operational policies and procedures, establishing, reviewing and evaluating performance standards, establishing and assessing quality control and cost-effective criteria, establishing administrative reporting systems for use in budget planning, operational analysis and cost control, and developing new or improved services areas, as required. Direct supervision is exercised over a substantial number of support services personnel, and indirect supervision over the Management, Research and Special Projects group and personnel in the operating departments having responsibilities in the automotive, buildings, and accounting areas. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Plans, organizes, directs, budgets, and manages the acquisition and disbursement of efficient, cost-effective support services to enable the optimum operational efficiency for Westchester County departments including the services mentioned under Distinguishing Features Of The Class;

Prepares budget requirements for presentations to the Budget Office to include forecasts, staffing changes, setting goals and objectives, allocating resources, establishing priorities and measuring results through reviewing reports and taking corrective action to remedy a problem;

Manages the Accounting and Control division which implements and maintains fiscal and administrative control (including personnel responsibilities) over all support service operations;

Directs the operation of the central and satellite motor pools (passenger cars and vans), including assigned vehicles, in order to ensure adequate transportation support to County departments, and coordinates parking programs for County employees and County owned vehicles at County facilities;

Directs the operation of the Central County Garage in order to service and maintain most of the County passenger cars and vans and much of the County's heavy equipment;

Coordinates all automotive preventative maintenance programs, maintenance and repair operations, for all County automotive equipment (including trucks, passenger cars and bulldozers) whether or not they are part of the Central Motor Pool to ensure effective support services;

EXAMPLES OF WORK: (Illustrative Only) (Continue)

Provides staff direction to departments having their own automotive equipment and repair facilities in order to coordinate service delivery;

Directs the operation of the district office facilities, leased and owned, including maintenance, repair, contracts and services (e.g. janitorial, pest control) to Ensure an effective environment for County departments;

Interacts with Commissioners and Deputy Commissioners of County Departments to ascertain support service needs and processes. Also, strongly interacts with vendors, suppliers and contractors to negotiate contracts, arrange for facility management and develop long-term leases with city, state, federal and private lessors;

Oversees leases, space utilization and office layout of facilities to ensure the most effective use of space;

Provides staff direction to departments occupying district facilities providing professional consultation;

Performs special studies and projects within the scope of responsibility, in conjunction with and supported by Management, Research and Special Projects groups, including operational and procedural improvements, new ventures, acquisitions and terminations.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the principles and practices of management and supervision; good knowledge of the techniques used in the operation of automotive, building, and office services; ability to analyze significant trends in operations from detailed records and factual material; ability to interpret the needs of departments into viable, cost-effective service programs; ability to coordinate, organize and operate service resources; ability to effectively plan, direct, evaluate and supervise the work of others; ability to organize, prepare and present complex written and oral reports; ability to deal effectively with others; good judgment; initiative; tact; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Either: (a) a Bachelor's Degree* in Business or Public Administration, Political Science, Industrial Engineering, Accounting, Finance or Economics, and six years experience in administrative or consultative management, three of which must have involved complex and diverse public facilities management, including lease negotiations, renovations, construction design, maintenance, space planning and relocations, operational cost containment, building code and other regulatory compliance, and fleet management; or (b) a Bachelor's Degree* and six years experience in administrative or consultative management, four of which must have involved the specialized fields as stated above in (a).

SUBSTITUTION: Satisfactory completion of 30 credits* toward a Master's Degree* may be substituted for each year of the required general administrative or consultative management 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 Education Department as a post-secondary, degree-granting institution.

NOTE: Full-time experience obtained in a public administration internship program paid or unpaid, may be substituted for an equal amount of the above required general administrative or consultative management experience.

SPECIAL REQUIREMENT: Possession of a valid license to operate a motor vehicle in the State of New York.