

NEW CASTLE COUNTY GOVERNMENT

Number 0147

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CLASS SPECIFICATION

Date 02/08/11

Title: SPECIAL SERVICES PROGRAM MANAGER

Approved:



GENERAL STATEMENT OF DUTIES: Manages the varied programs and activities of the Department of Special Services; oversees and administers the New Castle County Resident Curatorship Program, Property Leasing Program and Warehouse Inventory Program, as well as any special projects and programs for the department; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is responsible for defining varied and department-wide program requirements, fiscal impacts, alternatives, recommendations and modifications to ensure the delivery of the proper levels of program services. This employee carries out special management-level projects as required. Under general supervision, the employee has wide latitude in defining, devising and implementing County-wide programs. This employee works under general supervision and may supervise other employees when necessary.

EXAMPLES OF WORK: (Illustrative only)

- Manages lease and inspection activities for the Department;
- Oversees the automation, integration and quality control of the Department's Central Warehouse;
- Manages and coordinates the consolidation of technical services between designated sections within the Department of Special Services;
- Identifies issues and problems and brings resolutions in a timely manner;
- Performs assignments as defined by the Special Services General Manager and Senior Staff;
- Work across department divisions and agency lines in solving problems and issues;
- Develops procedures and automation of central warehouse/storage area with layouts and design for efficiencies and effectiveness;
- Coordinates central warehousing, storing and receiving functions within county departments and other required agencies which includes issuing, returning, receiving, inventory, relocating, inspecting and disposing of property;
- Reviews and makes recommendations to management;
- Prepares reports, briefs and correspondence in accordance with departmental policies;
- Supervises, trains, instructs and evaluates employees when necessary;

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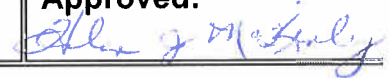
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CLASS SPECIFICATION

Date 02/08/11

Title: SPECIAL SERVICES PROGRAM MANAGER

Approved:



- Plans, directs and manages all lease inspection activities;
- Develops policies and procedures consistent with inspections standards and generally accepted inspection practices for leased property;
- Coordinates inspection activities with other departments and agencies as needed;
- Ensures compliance with all applicable laws, regulations and codes;
- Attends public meetings and presents information to those groups as requested;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a personal computer and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Thorough knowledge of implementing and managing various complex programs and activities; thorough knowledge of operational and fiscal analysis; good knowledge of interpreting data; good knowledge of the principles, practices and methods of business management; good knowledge of the laws, regulations and policies governing departmental activities; ability to implement and plan systems and establish and administer complex procedures; ability to communicate courteously and effectively, both verbally and in writing; ability to identify program deficiencies and to recommend and implement changes; ability to prepare reports and make evaluations; ability to establish and maintain effective working relationships with co-workers, and other departments, agencies and the general public; ability to effectively supervise employees.

MINIMUM QUALIFICATIONS: At least five (5) years experience in performing progressively responsible management analyst and planning functions, and possession of a Bachelor's Degree from an accredited college or university with major course work in business administration or related field; or an equivalent combination of experience, education or training directly related to the required knowledge, skills and abilities.

ADDITIONAL REQUIREMENTS: Must pass a Class III County physical examination and background check.

HISTORY OF REVISIONS:
Established: 02/08/11