

NEW CASTLE COUNTY GOVERNMENT

Number 1480

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CLASS SPECIFICATION

Date 11/01/03

Title: SPECIAL SERVICES DEPARTMENT GENERAL
MANAGER

Approved:



GENERAL STATEMENT OF DUTIES: Directs and manages the overall activities of the Special Services Department to ensure quality service in all areas to the citizens of New Castle County; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class plans, directs, manages, controls, and coordinates the staff to promote and maintain the highest quality of services. This employee is expected to accomplish this by developing, providing, and maintaining a diverse mix of services available and accessible to all which will contribute to the environmental, physical, recreational, and social needs of its customers. Responsibilities include working with other policy makers, legislators, agencies, professionals, and the public and promoting an ongoing attitude of dedication to excellent public service to ensure that external and internal customers are provided with the highest quality of service. This employee works under the general direction of the County Executive and Chief Administrative Officer.

EXAMPLES OF WORK (Illustrative Only):

- Directs and manages the delivery of all services provided by the department, including, but not limited to, the maintenance, operation, repair, and construction of sanitary sewer systems, storm water management program and facilities, park and property maintenance, building operations, fleet operations, and the provision of emergency services when required;
- Oversees and develops long- and short-term goals for the department;
- Develops, formulates, and executes policies and procedures for the department in conjunction with the County Executive and Chief Administrative Officer and advises both on matters pertaining to the department;
- Implements departmental planning and manages the sanitary sewer system in support of the Comprehensive Development Plan;
- Assigns work and manages and supervises staff;
- Provides effective training programs for all employees of the department;
- Interacts with government officials, agencies, professionals, and the public concerning related issues;
- 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;

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- Works with staff in developing methods for dealing with departmental issues and in responding to problems or requests received;
- Oversees the preparation and administration of the capital and operating budgets;
- Presents information to community groups;
- Operates a data processing terminal, personal computer, and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Thorough knowledge of principles and practices of management and of the services provided in the area of special services; good knowledge of budgetary planning and management; ability to manage a diverse staff in a variety of special service functions; ability to communicate courteously and effectively, both verbally and in writing; ability to make effective presentations before groups; ability to establish and develop effective working relationships with associates, government officials, agencies, private organizations, and the public and to promote an ongoing attitude of dedication to excellent customer service; ability to analyze complex technical data, draw valid conclusions, and make reliable recommendations; ability to pass a Class III County physical examination.

ACCEPTABLE EXPERIENCE AND TRAINING: At least seven years at a managerial level in an area related to special services such as construction, engineering, environmental, parks, or public facilities management or related field and possession of a Bachelor's Degree from an accredited college or university with major course work in business administration, public administration, civil engineering, or related field; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

HISTORY OF REVISIONS:

Established: 07/01/97
Revised: 09/01/99
Revised: 11/01/03