

NEW CASTLE COUNTY GOVERNMENT

Number 0326

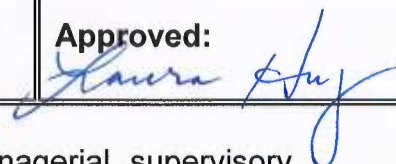
CLASS SPECIFICATION

Page 1 of 2

Date 12/17/13

Title: ASSISTANT COMMUNITY SERVICES ADMINISTRATOR

Approved:



GENERAL STATEMENT OF DUTIES: Performs responsible managerial, supervisory, administrative, and technical work to assist in the administration of New Castle County's Department of Community Services functions; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class performs a variety of managerial, administrative, supervisory, and technical work required to coordinate the activities of the Community Services Department. Responsibilities include overseeing and managing various units within the Department; performing administrative, analytical and budget work; coordinating and implementing programs and services; assisting in the management and coordination of library services, community development & housing programs, and sports & recreation programs; coordinating customer service activities for the department; overseeing case management activities; and overseeing miscellaneous personnel activities. This employee exercises judgment and works with considerable independence in interpreting and applying laws, regulations, policies, and procedures to ensure the highest quality of service in all areas to the citizens of New Castle County. This is a confidential position and often deals with sensitive matters. Depending upon the needs of the department, this employee may be required to work extended hours such as early mornings, nights and weekends. Work is performed under general supervision.

EXAMPLES OF WORK: (Illustrative Only)

- Manages, supervises, and oversees all of the customer service and support staff functions of the Department of Community Services;
- Manages and oversees case management for the department;
- Coordinates and monitors work between field staff and technicians;
- Supervises staff, makes work assignments, and evaluates performance;
- Resolves customer service issues;
- Develops procedures and standards for consistency within the department;
- Develops and conducts training classes as necessary;
- Attends meetings as the representative of the department;
- Performs administrative duties including the preparation of policies, procedures, and fiscal reports;
- Utilizes a variety of current software applications, including but not limited to, word processing and spreadsheet programs;

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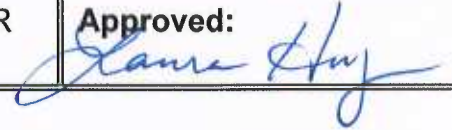
CLASS SPECIFICATION

Page 2 of 2

Date 12/17/13

Title: ASSISTANT COMMUNITY SERVICES ADMINISTRATOR

Approved:



- Compiles and prepares statistical reports;
- Promotes an ongoing attitude of dedication to excellent public service to ensure that internal and external 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 and understanding of the laws, regulations, and procedures relating to the Department of Community Services; good knowledge of modern principles and practices of customer service; good knowledge of administrative procedures; ability to plan, budget, coordinate, supervise, and evaluate the work of technical and support staff; ability to use a variety of current software applications; ability to establish and maintain effective working relationships with outside agencies, legal representatives, professionals, the general public, and other employees; ability to communicate courteously and effectively, both verbally and in writing; ability to make sound decisions in accordance with laws, ordinances, policies, and procedures; ability to conduct research and to prepare related reports; willingness and ability to perform a variety of assigned tasks to ensure that internal and external customers are provided with the highest quality of service.

MINIMUM QUALIFICATIONS: At least three (3) years of experience in work related to the Community Services Department, specifically library management, housing rehabilitation management, community development and housing management, or other related departmental functions, to include at least one (1) year supervisory experience and possession of a Bachelor's Degree from an accredited college or university with major course work in business administration, public 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: 12/10/98
Revised: 05/01/03
Revised: 12/17/13