

NEW CASTLE COUNTY GOVERNMENT

Number 0373

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CLASS SPECIFICATION

Date 05/01/01

Title: INTERNAL SERVICES MANAGER

Approved: 

GENERAL STATEMENT OF DUTIES: Assists the Special Services Department General Manager in 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 assists in planning, directing, managing, controlling and coordinating the staff to promote and maintain the highest quality of life for New Castle County residents. This employee is expected to accomplish this by assisting with the development and maintenance of a diverse mix of services available and accessible to all citizens 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. This employee works under general direction.

EXAMPLES OF WORK: (Illustrative Only)

- Assists in the direction and management of the delivery of all services provided by the department, including but not limited to, park and property maintenance, building operations and fleet operations;
- Manages the development of long- and short-term goals for the department;
- Assists in developing, formulating and executing policies and procedures for the department;
- 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;
- Supervises, trains, instructs and evaluates employees;
- Provides effective training programs for all employees of the department;
- Interacts with government officials, agencies and the public concerning related issues;
- Works with staff in developing methods for dealing with departmental issues and in responding to problems or requests received;
- Ensures that grants and contracts are maintained in accordance with applicable regulations;
- Supervises, trains, instructs and evaluates employees;
- Assists in 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.

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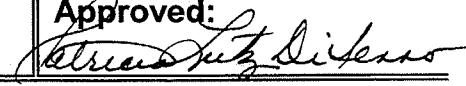
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CLASS SPECIFICATION

Date 05/01/01

Title: INTERNAL SERVICES MANAGER

Approved:



REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Thorough knowledge of principles and practices of management and of the services provided in the area of park and property maintenance, building operations and fleet maintenance; good knowledge of budgetary planning and management; ability to supervise the work of others; 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 data, draw valid conclusions and make reliable recommendations; ability to pass a Class III County physical examination.

ACCEPTABLE EXPERIENCE AND TRAINING: At least five years progressively responsible experience at a supervisory level in the area of park and property maintenance, building operations or fleet operations 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 any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

HISTORY OF REVISIONS:

Established: 11/01/97
Revised: 05/01/01