

# NEW CASTLE COUNTY GOVERNMENT

Number 1479

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## CLASS SPECIFICATION

Date 11/01/03

Title: SPECIAL SERVICES SENIOR MANAGER

Approved:



GENERAL STATEMENT OF DUTIES: Assists in the management and coordination of the varied activities of the Special Services Department by assisting the Special Services Department General Manager in resolving issues, consolidating technical services, and overseeing quality control; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class manages and supervises one or more of the divisions of the Department of Special Services and coordinates the varied activities to bring together the consolidation of functions between the areas of engineering services, environmental services, internal services, and general administrative services of the department. This employee is responsible for ensuring timely response to issues, projects, and plans by providing prompt and efficient resolution to inquiries, questions, and issues while managing internal quality control. This employee must have the technical knowledge of the functions of the department as well as excellent management skills. Depending upon the needs of the department, this employee may be required to work extended hours such as early mornings, nights and weekends. This employee works under the general direction of the Special Services Department General Manager.

### EXAMPLES OF WORK: (Illustrative only)

- Manages and coordinates functions and services of one or more divisions of the department, including but not limited to: the Engineering Division which includes planning, capital programs, engineering/design, project management, environmental compliance; the Environmental Services Division which includes construction operations, pump station operations, treatment plant operations, sewer maintenance; the Internal Services Division which includes property maintenance, building maintenance and fleet maintenance; and the Administration Division which includes operating/capital budgeting, human resources, warehousing, special project management and administrative support;
- Works across department, division and agency lines in solving problems and issues;
- Troubleshoots issues and problems and brings resolution within a timely manner;
- Establishes and maintains a quality control program for Special Services Department activities and functions;
- Acts as Special Services Department General Manager, when designated;

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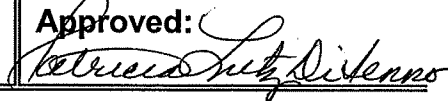
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## CLASS SPECIFICATION

Date 11/01/03

Title: SPECIAL SERVICES SENIOR MANAGER

Approved:



- 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;
- Performs all assignments as delegated or determined by the Special Services Department General Manager;
- 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 the principles and practices of the services provided in the area of special services; thorough knowledge of the laws and regulations related to the Special Services Department; ability to perform technical research work and to give reliable advice on difficult planning projects; ability to establish quality control programs to ensure excellent customer service; ability to manage human resources to solve problems and issues; ability to display and promote a positive attitude and possess a professional demeanor and appearance; ability to communicate courteously and effectively, both verbally and in writing; ability to pass a Class III County physical examination.

**ACCEPTABLE EXPERIENCE AND TRAINING:** At least five years progressively responsible experience as a manager in a business, local government, state, or regional land use office or in the office of a consultant, and possession of a Bachelor's Degree from an accredited college or university with major course work in management, planning, civil engineering, architecture, or related field; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

**HISTORY OF REVISIONS:**

Established: 08/30/99  
Revised: 11/01/03