

ECONOMIC SERVICES MANAGER

The following class specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

DEPARTMENT: Social Services

REPORTS TO: Social Services Division Manager

CLASS SUMMARY

Manages programs that offer of state and federal aid to County citizens, where duties include supervising staff, assisting with the department budget and preparing reports.

DISTINGUISHING CHARACTERISTICS

The Economic Services Manager is the third level of a three level economic services series. The Economic Services Manager is distinguished from the Economic Services Supervisor by its responsibility for managing one or more economic services and/or social work sections.

TYPICAL CLASS ESSENTIAL DUTIES

- Supervises two or more full-time staff to include prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; and making hiring, termination, coaches line staff in supervisory practices, and disciplinary recommendations.
- Manages units and ensures department compliance with federal and state aid and assistance mandates by reviewing and disseminating to staff information contained in policy update reports. Analyzes impact of policy on clients and staff and develops plans for implementing change.
- Prepares reports detailing department and staff activities to aid in the formation of the department budget. Monitors availability of funding for specific services.
- Collaborates with outside assistance agencies to fully address the needs of clients.
- Represents the department on various committees and work groups within the County government system and with outside agencies.
- Provides information regarding department activities to various County agencies and private service groups to include addressing media inquiries.
- Assists with the preparation of the department budget by assessing current departmental workload requirements and anticipated program changes.
- Problem solves and facilitates staffing with supervisors and line staff around client related issues.
- Performs other duties of a similar nature or level.
- Performs work during emergency/disaster situations.

POSITION SPECIFIC DUTIES

Does not apply.

KNOWLEDGE AND SKILLS

Knowledge of:

- Applicable federal, state, and local statutes for department;
- State and federal aid programs and guidelines;
- Basic financial principles;
- Social Work theories;
- Community resources;
- Public relations;
- Basic economic principles;
- Applicable legal principles;
- Team building and coaching techniques;
- Basic mathematical principles;
- Supervisory principles.

ECONOMIC SERVICES MANAGER

Skill in:

- Making public presentations;
- Supervising employees;
- Planning and organizing projects;
- Solving problems;
- Using a computer and related software programs;
- Using various office equipment;
- Preparing and monitoring budgets;
- Preparing reports;
- Working on multiple tasks simultaneously;
- Maintaining working relationships with others;
- Providing leadership;
- Researching official statutes;
- Providing financial analyses;
- Making decisions;
- Developing goals, objective, and priorities;
- Supervising employees;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

TRAINING AND EXPERIENCE

High School Diploma or General Equivalency Diploma (GED) and five years of progressively responsible economic services experience, including two years at a supervisory level; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Note: This is a broad class and pay differentials are used to distinguish between program responsibilities.

LICENSING/CERTIFICATION

- Valid North Carolina Driver's License.

PHYSICAL REQUIREMENTS/WORKING CONDITIONS

Typically requires standing, walking, talking, hearing, seeing, and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

May be subjected to travel.

GENERAL INFORMATION

FLSA Status: Exempt

Class Spec Established/Revised: E11/99; 8/02