



# HILLSBOROUGH COUNTY

## JOB DESCRIPTION

<b>Position Title: Chief Human Services Administrator</b>		
<b>Job Code: U8127</b>	<b>Grade: XA1</b>	<b>Date: February 2014</b>

<b>POSITION SUMMARY</b>
<p>This position ensures that programs and services are delivered to citizens in the most effective manner. In that regard, the incumbent is responsible and accountable to integrate department operations under his/her control in a manner that eliminates duplication, ensures cost effectiveness, and satisfies customer requirements at established levels of service. In order to achieve these goals, the incumbent: Oversees monitors and evaluates departmental operations and major projects; initiates and monitors organizational changes and enhancements; and, oversees and approves budget preparation for programs and departments. Further, the incumbent is responsible and accountable for coordinating services and operations with other Executive Team leaders to ensure cross organizational efficiency, effectiveness and responsive customer service. Represents County Administrator in meetings and serves as Administrator in his/her absence.</p>

<b>KEY RESPONSIBILITIES</b>
Responsible and accountable to integrate department operations under his/her control in a manner that eliminates duplication, ensures cost effectiveness, and satisfies customer requirements at established levels of service. (D)
Oversees monitors and evaluates departmental operations and major projects; initiates and monitors organizational changes and enhancements; and, oversees and approves budget preparation for programs and departments. (D)
Responsible and accountable for coordinating services and operations with other deputy county administrators, assistant county administrators, and chief administrators to ensure cross organizational efficiency, effectiveness and responsive customer service. (W)
Represents County Administrator in meetings and serves as Administrator in County Administrator's absence. (M)
<i>* [#] indicates top five essential job functions. (D, W, M, SA, A) indicate frequency</i>

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<b>WORKING CONDITIONS</b>	<b>PHYSICAL EFFORT</b>
Constantly in normal office situation Occasionally requires travel, excluding overnight stays. Occasionally requires travel, including overnight stays.	Frequently sitting at a desk or table. Occasionally standing and/or walking. Frequently intermittently sitting, standing, or stooping.

**MINIMUM QUALIFICATIONS**

<b>Formal Education:</b>	Bachelor's Degree required. Masters Degree in relevant field desired.
<b>Work Experience:</b>	5 years to < 7 years
<b>Licenses:</b>	
<b>Other:</b>	

**KEY JOB REQUIREMENTS**

<b>Critical Thinking</b>	Highly Complex: Work is broad in scope covering one or more complicated areas. Policy, procedure, or precedent are typically created by this position. A high degree of analytic ability and inductive thinking is required to devise new, non-standard approach to highly intricate, technically complex problems.
<b>Decision Making:</b>	Highly Complex: Supervisor is available to review established departmental and/or County objectives. Independent judgement is required to recommend departmental or County objectives, evaluate new approaches to problem solving, and assess changing facts or conditions.
<b>Communication:</b>	Requires regular contacts with internal persons of importance and influence. Involving considerable tact, discretion and persuasion in obtaining the cooperation of others. Requires the handling of delicate relationships and complex situations. Requires developing and maintaining ongoing external relationships involving difficult formal negotiations. This calls for a well-developed sense of timing, strategy and may involve detailed explanation and interpretation of policies, rules and regulations. Requires the handling of extremely delicate/sensitive relationships and complex situations.
<b>Strategic Planning:</b>	Four to twelve months: Plan events that will occur during the year, and have some effect on the department's annual expenditures, and or revenues.
<b>Managerial/Operational Skills:</b>	Responsible for supervising multiple functions with full accountability for effective operation and results.
<b>Leadership:</b>	The work involves leadership which routinely affects the surrounding community in a demonstrable way.