

Administrative Manager Classification & Compensation Study Summary



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Study Background

- In 2018, the Board of Supervisors gave authorization to acquire the services of Gallagher Benefit Services, Inc., a national HR consulting firm with extensive public sector experience, to complete a study of the Administrative Manager class series.
- Study goals included:
 - ❖ Job clarification
 - ❖ Internal and external market salary alignment
 - ❖ Establishment of career ladders
 - ❖ Improved recruitment and succession planning
 - ❖ Class structure that aligns with management levels in job fields in comparable public sector agencies
 - ❖ Consistent pay across all County departments for substantially similar work

Study Background

- Following conclusion of Gallagher's scope of work, the Study Committee consisting of County and Orange County Managers Association (OCMA) members worked collaboratively to review and develop meaningful and sound classification and compensation recommendations to the administrative management class series for Board consideration.
- The OCMA Board has been a partner in this project and is supportive of the proposed recommendations.

Study Process Overview



- The study included the following phases:
 - ❖ Project Administration
 - ❖ Classification Study
 - ❖ Job Evaluation Study
 - ❖ Compensation Study
 - ❖ Final Report
- The project deliverables included:
 - ❖ Review current classifications and develop a new classification structure
 - ❖ Collect market salary range information and provide market comparisons to the County's current compensation and salary structures
 - ❖ Develop a new pay structure based on internal equity and market results
 - ❖ Develop cost options for implementation of the recommended pay structure

Study Process: Classification



- Position Description Questionnaire (PDQ)
 - ❖ PDQs provide information about essential responsibilities, decision-making examples, knowledge, and skills
 - ❖ PDQs were distributed and completed by employees from the Administrative Management employee population. Approximately 75% of managers completed a PDQ at that time.
 - ❖ Gallagher reviewed the PDQs and held follow-up discussions with employees or management to ensure understanding, and placed positions into a classification structure
 - ❖ Employees not connected to a PDQ were reviewed by the County and allocated
 - ❖ Due to the length of time since completion of the PDQ's, employee duties were reevaluated by HRS and Departments to ensure allocation to the appropriate proposed class title

Study Process: Job Evaluation



- Gallagher applied the Decision Band Method® (DBM®), a formal job evaluation methodology, to each individual classification level within the new classification structure that defines:
 - ❖ Internal equity
 - ❖ Job value hierarchy
 - ❖ Assignment to pay grades
 - ❖ Evaluation of new or changed jobs
- DBM® ratings were assigned to each classification level and reviewed by the County
- DBM® achieves:
 - ❖ A pay equity system that is gender/race neutral
 - ❖ Consistent ongoing implementation and maintenance of the system
 - ❖ Complies with pay equity requirements and defines substantially similar roles per California Equal Pay Act

STEP 1: Determine appropriate band

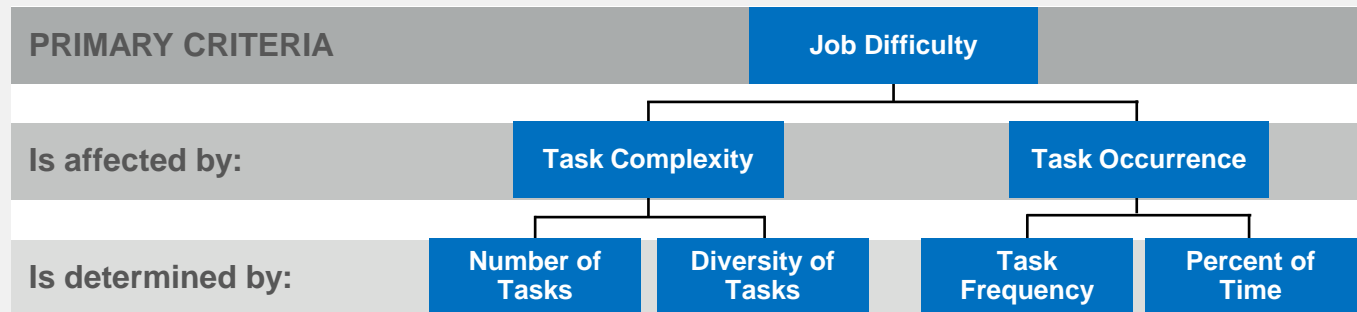
BAND A: Defined	BAND B: Operational	This study included jobs within these bands.				BAND F: Policy
Determine manner and speed to perform defined steps of an operation	Determines how and when to perform steps of processes	BAND C: Process Develops and selects appropriate process to accomplish operations of programs	BAND D: Interpretive Interprets programs into operational plans and deploys resources	BAND E: Programming Plans strategies, programs and allocates resources to meet goals		Organization scope, direction, and goals

STEP 2: Determine appropriate grade

GRADE ASSIGNMENT

- Jobs with coordinating or supervisory responsibility within the same band are placed in the higher grade
- Jobs without this responsibility within the same band are placed in the lower grade

STEP 3: Determine appropriate subgrade



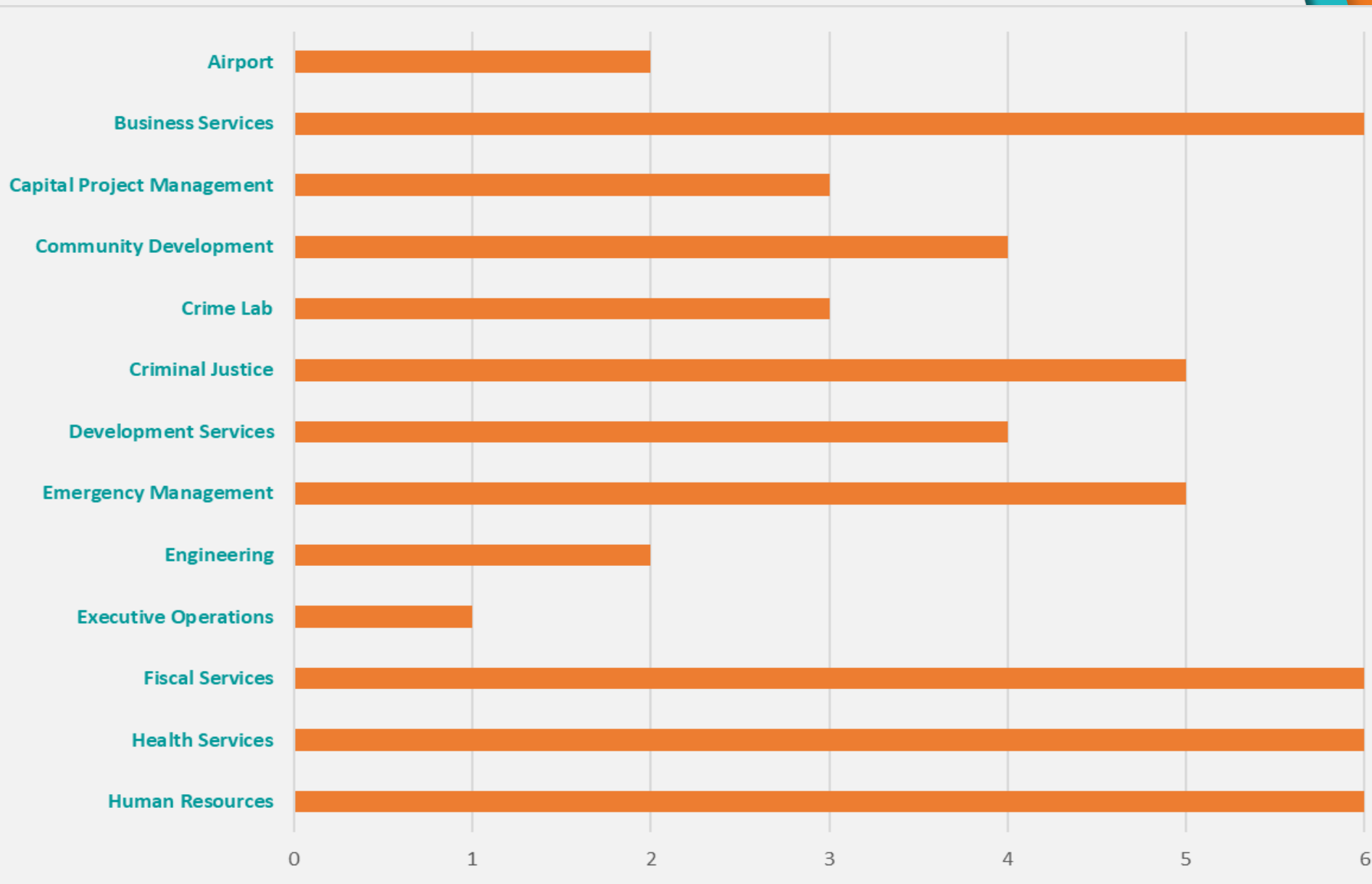
Decision Band Method®

Study Process: Class Structure

- Following review of PDQ's, meetings with incumbents and Department Heads, the vendor proposed a new titling structure consisting of 28 occupational series and 114 classifications
- After further committee and department review, the proposed structure will take the County from a four-tiered Administrative Manager series (I, II, III, and III-Specialty), to 117 classifications spanning 28 different job families, each containing up to 6 management levels
- Ensures consistency across the County
- Allows for use of position specific titles within the classification structure

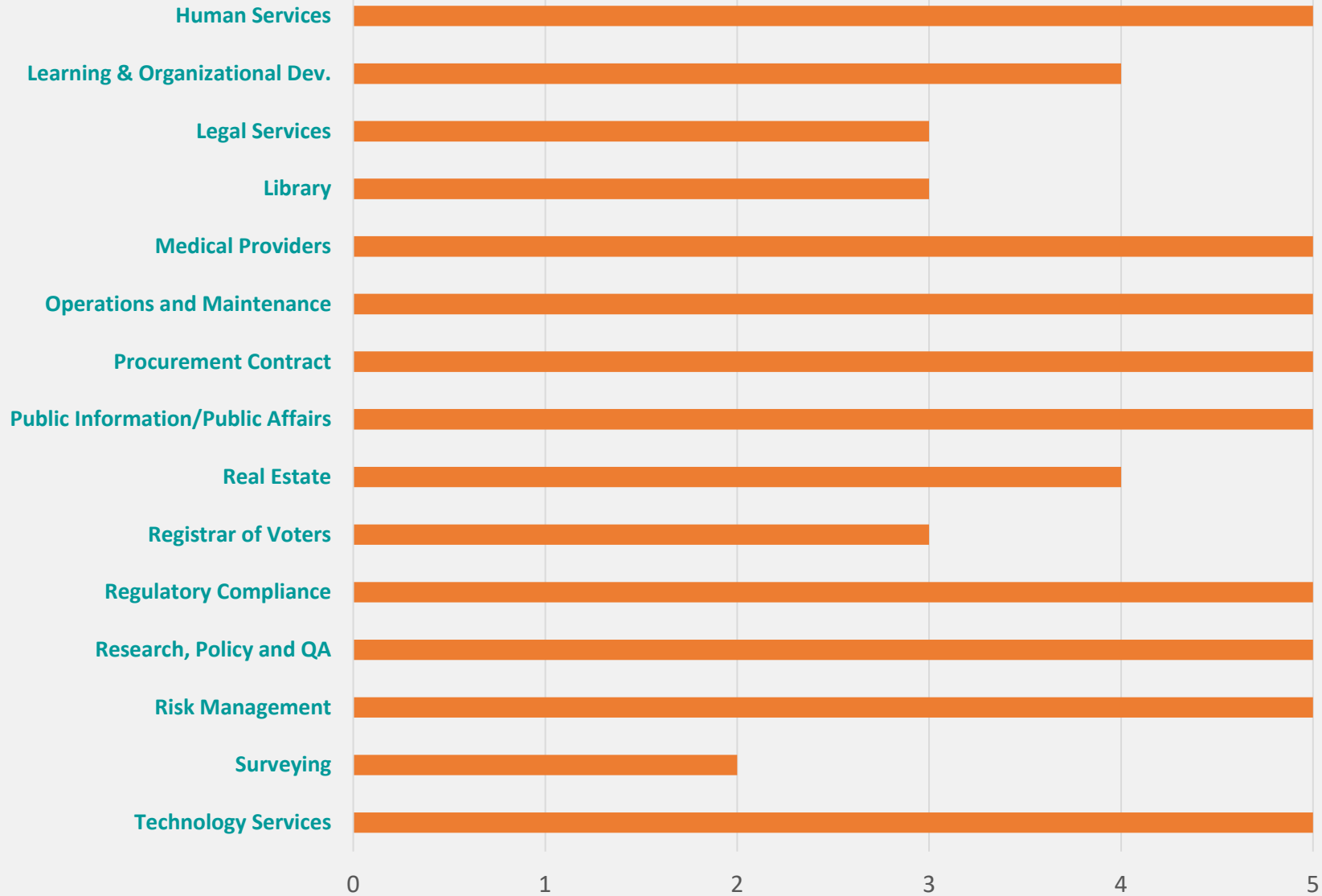
Classification Structure

Occupational Series



Levels within Occupational Series

Occupational Series



Levels within Occupational Series

Study Process: Compensation



- Identification of Benchmark Jobs
 - ❖ A total of 59 benchmark classes were initially identified and approved
 - ❖ Following several changes to the class structure and class levels a total of 54 benchmarks were used to identify market averages
- Data collected/mined from the comparator organizations
 - ❖ Benchmarks were matched to comparator positions based upon a review of the comparable job content
 - ❖ The County and Union reviewed the recommended matches by comparator organization and provided feedback on the degree of alignment to the matches
 - ❖ Gallagher conducted additional research to identify alternate matches, as needed, to address the County and Union feedback
 - ❖ Benefits data was collected from comparator MOUs/Agreements

Compensation Study - Comparator Organizations

- Data was collected by the vendor through data mining using the comparators' website information
- Data collected included job descriptions, salary range data, and benefits information
- Compensation data was aged due to the timing of the data mining to include an additional 6% which was applied to the midpoint averages

Comparator Organizations – 15 Organizations	
Cities	Counties
City of Anaheim	County of Los Angeles
City of Huntington Beach	County of Riverside
City of Irvine	County of Sacramento
City of Long Beach	County of San Bernardino
City of Los Angeles	County of San Diego
City of Riverside	County of Santa Clara
City of San Diego	County of Ventura
City of Santa Ana	

Benchmark Summary

Benchmark Job Title	Market Average Min	Market Average Mid	Market Average Max
Airport Manager, Senior	\$96,142	\$117,581	\$139,020
Business Services Analyst	\$72,998	\$85,189	\$97,380
Business Services Administrator	\$83,949	\$97,576	\$111,202
Business Services Manager, Senior	\$90,211	\$110,207	\$130,203
Business Services Deputy Director	\$100,476	\$127,442	\$154,408
Capital Projects Manager, Senior	\$97,528	\$112,577	\$127,626
Community Development Analyst	\$69,091	\$80,531	\$91,972
Criminal Justice Analyst	\$66,843	\$78,059	\$89,274
Criminal Justice Manager, Senior	\$103,132	\$125,154	\$147,176
Criminal Justice Deputy Director	\$121,172	\$148,559	\$175,946
Development Services Administrator	\$90,370	\$105,483	\$120,596
Development Services Manager, Senior	\$108,126	\$135,559	\$162,993
Emergency Management Administrator	\$85,958	\$99,467	\$112,977
Emergency Manager, Senior	\$99,508	\$128,293	\$157,077
Engineering Manager	\$108,140	\$127,002	\$145,865
Engineering Deputy Director	\$124,014	\$154,547	\$185,080
Deputy Chief Operating Officer	\$145,173	\$203,152	\$229,835

Benchmark Summary

Benchmark Job Title	Market Average Min	Market Average Mid	Market Average Max
Fiscal Analyst	\$77,014	\$89,414	\$101,815
Fiscal Analyst - Payroll Analyst	\$76,364	\$89,089	\$101,814
Fiscal Manager	\$100,273	\$117,572	\$134,870
Fiscal Deputy Director	\$115,561	\$140,496	\$165,431
Health Services Deputy Director	\$128,834	\$156,995	\$185,156
Human Resources Analyst	\$70,021	\$82,071	\$94,121
Human Resources Manager	\$91,189	\$107,177	\$123,165
Human Resources Manager, Senior	\$104,635	\$128,802	\$152,968
Human Services Administrator	\$76,439	\$89,658	\$102,877
Human Services Manager	\$79,599	\$100,538	\$121,476
Human Services Deputy Director	\$121,705	\$148,194	\$174,683
Supervising Deputy County Counsel	\$141,582	\$176,675	\$211,768
Library Manager, Senior	\$96,302	\$123,553	\$150,805
Medical Services Manager	\$110,269	\$129,590	\$148,911
Medical Director/Chief	\$232,426	\$266,839	\$301,253
Operations and Maintenance Administrator	\$78,180	\$90,322	\$102,465
Operations and Maintenance Administrator - Utility	\$83,303	\$96,332	\$109,360
Operations and Maintenance Manager - Utility	\$91,473	\$124,892	\$158,310

Benchmark Summary

Benchmark Job Title	Market Average Min	Market Average Mid	Market Average Max
Organizational Development Administrator	\$82,430	\$95,691	\$108,951
Procurement Analyst	\$76,572	\$87,914	\$101,101
County Procurement Officer	\$116,106	\$145,402	\$174,698
Public Information and Affairs Analyst	\$62,285	\$73,062	\$83,839
Public Information and Affairs Assistant Deputy Director	\$101,139	\$127,614	\$154,088
Real Estate Analyst	\$70,824	\$84,235	\$97,646
Real Estate Deputy Director	\$105,965	\$135,311	\$164,657
Registrar of Voters Manager	\$80,871	\$94,377	\$107,883
Registrar of Voters Manager, Senior	\$110,456	\$135,925	\$161,393
Regulatory Compliance Administrator	\$80,424	\$93,252	\$106,080
Regulatory Compliance Manager, Senior	\$100,768	\$128,513	\$156,258
Research, Policy and QA Administrator	\$79,108	\$91,033	\$102,958
Research, Policy and QA Manager, Senior	\$103,721	\$126,722	\$149,723
Risk Management Administrator	\$90,586	\$107,528	\$124,469
Risk Management Deputy Director	\$106,068	\$136,138	\$166,208
County Surveyor	\$114,009	\$133,101	\$152,194
Technology Services Administrator	\$86,996	\$102,582	\$118,168
Technology Services Manager, Senior	\$105,506	\$131,044	\$156,582
Technology Services Deputy Director	\$120,081	\$154,170	\$188,258

Final Recommendations: Employee Impacts

- Approximately 39 employees below proposed minimum
 - ❖ Salaries will be adjusted to minimum of salary range
- Majority of managers will remain at current pay rate
 - ❖ Over 1,180 within proposed salary range
- Approximately 36 employees above the proposed maximums
- No Y-Rating or reduction in pay for ALL managers
- Those above the range will continue to receive COLA increases
- Performance Management Committee will work to design and implement performance system which will aim to create a mechanism for future increases on the new salary ranges based on merit

Final Recommendations: Compensation

- Salary ranges were developed based on a review of external market and internal equity
- Proposed salary ranges aim to achieve 10% above the market average for be to ensure competitive salaries. Some classes will fluctuate slightly above and below due to internal salary factors
- 11 Pay Grades
- Similar range structure to existing salary schedule (Minimum, Maximum, Performance Max)
- Consistent range spread (Min to Max – 38.5%)
- Exceptional Performance Area (8.25%)
- Consistent differential between classes (10%)
- Salary overlap between many classifications which maintains staffing flexibility
- Creates salary movement within the range, upon future approval and implementation of new Performance Management System

Final Recommendations: Implementation

- Class Structure - Adopt the proposed new classification structure incorporating consistency across the County's management job classes while allowing flexibility and identifying transparent potential employee career paths
- Class Specifications - Adopt the proposed class specifications which serve to create more defined job descriptions to better reflect the job responsibilities, working conditions, and minimum qualifications required to perform position responsibilities successfully
- Internal Equity - Adopt new classification structure and assigned pay grades to ensure internal equity and to ensure compliance with the pay equity
- Salary Structure – Adopt the proposed salary structure and implement to establish competitive salary ranges for the recruitment and retention of employees
- If approved, full implementation will take place on March 10, 2023
- Ongoing Maintenance – If adopted, HRS will conduct regular reviews of the compensation system and relevant market data to ensure that a competitive structure is maintained

Implementation Costs

- Based on the employee allocations which were reviewed and discussed with departments
- Includes annual cost to move employees below minimum to the proposed minimum
- If employee's pay is within the proposed minimum to performance max, no pay change

Implementation	Employees	Action	Annual Cost*	NCC Cost*
Below Proposed Minimum	39 Employees	Increase to Minimum	~\$226,755	~\$79,651
Within Proposed Advertised Maximum	1,174 Employees	No Change	\$0	\$0
Above Proposed Advertised Maximum	141 Employees	No Change	\$0	\$0
Above Proposed Performance Maximum	36 Employees	No Change	\$0	\$0
Overall Cost			~\$226,755	~\$79,651

*Associated costs subject to change due to personnel actions and appeals process prior to effective date

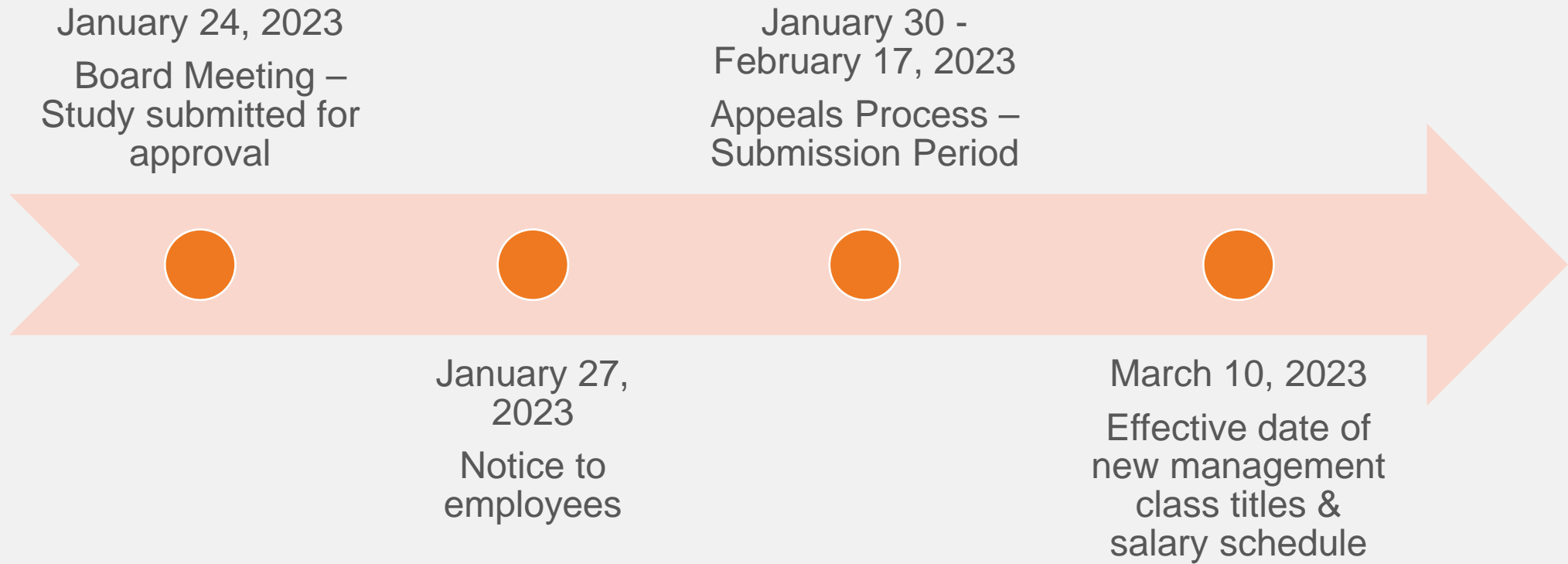
Appeals Process

- Upon the approval and adoption of the new management class titles and salary schedule by the Board of Supervisors, impacted employees will be notified regarding their new class title, pay grade, and salary rate change (if applicable)
- Incumbent managers have three weeks to appeal their new class title if they do not agree with the classification allocation
- Appeals of management classifications will first be vetted by the Orange County Managers Association (OCMA) and, if deemed appropriate, will then move on for consideration to the Classification Appeal Committee (CAC)
 - ❖ The CAC is a three-member panel consisting of an independent classification consultant, internal departmental Executive Manager, and County Executive Manager at large.

Appeals Process

- Timeline details are provided below:
 - ❖ Submission period: Monday, January 30 - Friday, February 17, 2023
 - ❖ OCMA review period: Starts Tuesday, February 21, 2023
 - ❖ CAC review: Starts Tuesday, February 21, 2023
 - ❖ Final determinations will be emailed to each Incumbent and Supervising Manager

Important Dates



Appendix A: Proposed Salary Schedule

Salary Schedule - M - Orange County Managers Association
Administrative Management (MA) | Probation Management (MP) | Deputy Coroner Management (MT)

Effective March 10, 2023

Pay Grade		PAY RATES AND CONTROL POINTS				
		Minimum	Midpoint	Advertised Maximum (Control Point)	Reserved for Exceptional Performance	
					Bottom	Top
M-1	Hourly	\$36.98	\$44.09	\$51.51	\$51.52	\$55.44
	Biweekly	\$2,958.40	\$3,527.20	\$4,096.80	\$4,121.60	\$4,435.20
	Monthly	\$6,409.97	\$7,642.26	\$8,876.40	\$8,930.13	\$9,609.60
	Annual	\$76,918.40	\$91,707.20	\$106,516.80	\$107,161.60	\$115,315.20
M-2	Hourly	\$40.67	\$48.50	\$56.33	\$56.34	\$60.98
	Biweekly	\$3,253.60	\$3,880.00	\$4,506.40	\$4,507.20	\$4,878.40
	Monthly	\$7,049.47	\$8,406.66	\$9,763.87	\$9,765.60	\$10,569.86
	Annual	\$84,593.60	\$100,880.00	\$117,166.40	\$117,187.20	\$126,838.40
M-3	Hourly	\$44.74	\$53.35	\$61.97	\$61.98	\$67.08
	Biweekly	\$3,579.20	\$4,268.00	\$4,957.60	\$4,958.40	\$5,366.40
	Monthly	\$7,754.93	\$9,247.33	\$10,741.47	\$10,743.20	\$11,627.20
	Annual	\$93,059.20	\$110,968.00	\$128,897.60	\$128,918.40	\$139,526.40
M-4	Hourly	\$49.21	\$58.69	\$68.16	\$68.17	\$73.79
	Biweekly	\$3,936.80	\$4,695.20	\$5,452.80	\$5,453.60	\$5,903.20
	Monthly	\$8,529.73	\$10,172.93	\$11,814.40	\$11,816.13	\$12,790.26
	Annual	\$102,356.80	\$122,075.20	\$141,772.80	\$141,793.60	\$153,483.20
M-5	Hourly	\$54.14	\$64.56	\$74.98	\$74.99	\$81.16
	Biweekly	\$4,331.20	\$5,164.80	\$5,998.40	\$5,999.20	\$6,492.80
	Monthly	\$9,384.27	\$11,190.40	\$12,996.53	\$12,998.27	\$14,067.73
	Annual	\$112,611.20	\$134,284.80	\$155,958.40	\$155,979.20	\$168,812.80
M-6	Hourly	\$59.55	\$71.01	\$82.48	\$82.49	\$89.28
	Biweekly	\$4,764.00	\$5,680.00	\$6,598.40	\$6,599.20	\$7,142.40
	Monthly	\$10,322.00	\$12,308.40	\$14,296.53	\$14,298.27	\$15,475.20
	Annual	\$123,864.00	\$147,700.80	\$171,558.40	\$171,579.20	\$185,702.40

Salary Schedule - M - Orange County Managers Association
Administrative Management (MA) | Probation Management (MP) | Deputy Coroner Management (MT)

Effective March 10, 2023

Pay Grade		PAY RATES AND CONTROL POINTS				
		Minimum	Midpoint	Advertised Maximum (Control Point)	Reserved for Exceptional Performance	
					Bottom	Top
M-7	Hourly	\$65.51	\$78.11	\$90.72	\$90.73	\$98.21
	Biweekly	\$5,240.80	\$6,248.80	\$7,257.60	\$7,258.40	\$7,856.80
	Monthly	\$11,355.07	\$13,539.06	\$15,724.80	\$15,726.53	\$17,023.06
	Annual	\$136,260.80	\$162,468.80	\$188,697.60	\$188,718.40	\$204,276.80
M-8	Hourly	\$72.06	\$85.93	\$99.80	\$99.81	\$108.03
	Biweekly	\$5,764.80	\$6,874.40	\$7,984.00	\$7,984.80	\$8,642.40
	Monthly	\$12,490.40	\$14,894.53	\$17,298.67	\$17,300.40	\$18,725.20
	Annual	\$149,884.80	\$178,734.40	\$207,584.00	\$207,604.80	\$224,702.40
M-9	Hourly	\$79.26	\$94.52	\$109.78	\$109.79	\$118.03
	Biweekly	\$6,340.80	\$7,561.60	\$8,782.40	\$8,783.20	\$9,442.40
	Monthly	\$13,738.40	\$16,383.46	\$19,028.53	\$19,030.27	\$20,458.53
	Annual	\$164,860.80	\$196,601.60	\$228,342.40	\$228,363.20	\$245,502.40
M-10	Hourly	\$87.19	\$103.97	\$120.75	\$120.76	\$130.72
	Biweekly	\$6,975.20	\$8,317.60	\$9,660.00	\$9,660.80	\$10,457.60
	Monthly	\$15,112.93	\$18,021.46	\$20,930.00	\$20,931.73	\$22,658.13
	Annual	\$181,355.20	\$216,257.60	\$251,160.00	\$251,180.80	\$271,897.60
M-11	Hourly	\$95.91	\$114.37	\$132.83	\$132.84	\$143.79
	Biweekly	\$7,672.80	\$9,149.60	\$10,626.40	\$10,627.20	\$11,503.20
	Monthly	\$16,624.40	\$19,824.13	\$23,023.87	\$23,025.60	\$24,923.60
	Annual	\$199,492.80	\$237,889.60	\$276,286.40	\$276,307.20	\$299,083.20

Appendix B: Proposed Titles with Ranges

Administrative Manager Unit - Proposed Titles - Salary Ranges

Group	Proposed Title	Pay Grade	Min	Mid	Max	8.25% Perform
	1 Airport Deputy Director	M-6	\$ 59.55	\$ 71.01	\$ 82.48	\$ 89.28
	1 Airport Manager, Senior	M-5	\$ 54.14	\$ 64.56	\$ 74.98	\$ 81.16
	2 Assistant Chief Deputy Operating Officer	M-6	\$ 59.55	\$ 71.01	\$ 82.48	\$ 89.28
	3 Business Services Deputy Director	M-7	\$ 65.51	\$ 78.11	\$ 90.72	\$ 98.21
	3 Business Services Assistant Deputy Director	M-6	\$ 59.55	\$ 71.01	\$ 82.48	\$ 89.28
	3 Business Services Manager, Senior	M-5	\$ 54.14	\$ 64.56	\$ 74.98	\$ 81.16
	3 Business Services Manager	M-4	\$ 49.21	\$ 58.69	\$ 68.16	\$ 73.79
	3 Business Services Administrator	M-3	\$ 44.74	\$ 53.35	\$ 61.97	\$ 67.08
	3 Business Services Analyst	M-2	\$ 40.67	\$ 48.50	\$ 56.33	\$ 60.98
	4 Capital Projects Manager, Senior	M-5	\$ 54.14	\$ 64.56	\$ 74.98	\$ 81.16
	4 Capital Projects Manager	M-4	\$ 49.21	\$ 58.69	\$ 68.16	\$ 73.79
	4 Capital Projects Administrator	M-3	\$ 44.74	\$ 53.35	\$ 61.97	\$ 67.08
	5 Community Development Deputy Director	M-6	\$ 59.55	\$ 71.01	\$ 82.48	\$ 89.28
	5 Community Development Manager, Senior	M-5	\$ 54.14	\$ 64.56	\$ 74.98	\$ 81.16
	5 Community Development Manager	M-3	\$ 44.74	\$ 53.35	\$ 61.97	\$ 67.08
	5 Community Development Analyst	M-2	\$ 40.67	\$ 48.50	\$ 56.33	\$ 60.98
	6 Crime Lab Deputy Director	M-7	\$ 65.51	\$ 78.11	\$ 90.72	\$ 98.21
	6 Crime Lab Manager, Senior	M-6	\$ 59.55	\$ 71.01	\$ 82.48	\$ 89.28
	6 Crime Lab Manager	M-4	\$ 49.21	\$ 58.69	\$ 68.16	\$ 73.79
	7 Criminal Justice Deputy Director	M-6	\$ 59.55	\$ 71.01	\$ 82.48	\$ 89.28
	7 Criminal Justice Manager, Senior	M-5	\$ 54.14	\$ 64.56	\$ 74.98	\$ 81.16
	7 Criminal Justice Manager	M-4	\$ 49.21	\$ 58.69	\$ 68.16	\$ 73.79
	7 Criminal Justice Administrator	M-2	\$ 40.67	\$ 48.50	\$ 56.33	\$ 60.98
	7 Criminal Justice Analyst	M-1	\$ 36.98	\$ 44.09	\$ 51.21	\$ 55.44
	8 Development Services Deputy Director	M-7	\$ 65.51	\$ 78.11	\$ 90.72	\$ 98.21
	8 Development Services Manager, Senior	M-6	\$ 59.55	\$ 71.01	\$ 82.48	\$ 89.28
	8 Development Services Manager	M-5	\$ 54.14	\$ 64.56	\$ 74.98	\$ 81.16
	8 Development Services Administrator	M-3	\$ 44.74	\$ 53.35	\$ 61.97	\$ 67.08
	9 Emergency Management Deputy Director	M-7	\$ 65.51	\$ 78.11	\$ 90.72	\$ 98.21
	9 Emergency Manager, Senior	M-6	\$ 59.55	\$ 71.01	\$ 82.48	\$ 89.28
	9 Emergency Manager	M-4	\$ 49.21	\$ 58.69	\$ 68.16	\$ 73.79
	9 Emergency Management Administrator	M-3	\$ 44.74	\$ 53.35	\$ 61.97	\$ 67.08
	9 Emergency Management Analyst	M-2	\$ 40.67	\$ 48.50	\$ 56.33	\$ 60.98
	10 Engineering Deputy Director	M-7	\$ 65.51	\$ 78.11	\$ 90.72	\$ 98.21
	10 Engineering Manager, Senior	M-6	\$ 59.55	\$ 71.01	\$ 82.48	\$ 89.28
	11 Fiscal Deputy Director	M-7	\$ 65.51	\$ 78.11	\$ 90.72	\$ 98.21
	11 Fiscal Assistant Deputy Director	M-6	\$ 59.55	\$ 71.01	\$ 82.48	\$ 89.28
	11 Fiscal Manager, Senior	M-5	\$ 54.14	\$ 64.56	\$ 74.98	\$ 81.16
	11 Fiscal Manager	M-4	\$ 49.21	\$ 58.69	\$ 68.16	\$ 73.79
	11 Fiscal Administrator	M-3	\$ 44.74	\$ 53.35	\$ 61.97	\$ 67.08
	11 Fiscal Analyst	M-2	\$ 40.67	\$ 48.50	\$ 56.33	\$ 60.98
	12 Health Services Deputy Director	M-7	\$ 65.51	\$ 78.11	\$ 90.72	\$ 98.21
	12 Health Services Assistant Deputy Director	M-6	\$ 59.55	\$ 71.01	\$ 82.48	\$ 89.28
	12 Health Services Manager, Senior	M-5	\$ 54.14	\$ 64.56	\$ 74.98	\$ 81.16
	12 Health Services Manager	M-4	\$ 49.21	\$ 58.69	\$ 68.16	\$ 73.79
	12 Health Services Administrator	M-3	\$ 44.74	\$ 53.35	\$ 61.97	\$ 67.08
	12 Health Services Analyst	M-2	\$ 40.67	\$ 48.50	\$ 56.33	\$ 60.98
	13 Human Resources Deputy Director	M-7	\$ 65.51	\$ 78.11	\$ 90.72	\$ 98.21
	13 Human Resources Assistant Deputy Director	M-6	\$ 59.55	\$ 71.01	\$ 82.48	\$ 89.28
	13 Human Resources Manager, Senior	M-5	\$ 54.14	\$ 64.56	\$ 74.98	\$ 81.16
	13 Human Resources Manager	M-4	\$ 49.21	\$ 58.69	\$ 68.16	\$ 73.79
	13 Human Resources Administrator	M-3	\$ 44.74	\$ 53.35	\$ 61.97	\$ 67.08
	13 Human Resources Analyst	M-2	\$ 40.67	\$ 48.50	\$ 56.33	\$ 60.98
	14 Human Services Deputy Director	M-6	\$ 59.55	\$ 71.01	\$ 82.48	\$ 89.28
	14 Human Services Manager, Senior	M-4	\$ 49.21	\$ 58.69	\$ 68.16	\$ 73.79
	14 Human Services Manager	M-3	\$ 44.74	\$ 53.35	\$ 61.97	\$ 67.08
	14 Human Services Administrator	M-2	\$ 40.67	\$ 48.50	\$ 56.33	\$ 60.98
	14 Human Services Analyst	M-1	\$ 36.98	\$ 44.09	\$ 51.21	\$ 55.44

Group	Proposed Title	Pay Grade	8.25%			
			Min	Mid	Max	Perform
	15 Supervising Deputy County Counsel	M-9	\$ 79.26	\$ 94.52	\$ 109.78	\$ 118.83
	15 Legal Services Manager	M-5	\$ 54.14	\$ 64.56	\$ 74.98	\$ 81.16
	15 Legal Services Analyst	M-2	\$ 40.67	\$ 48.50	\$ 56.33	\$ 60.98
	16 Library Deputy Director	M-6	\$ 59.55	\$ 71.01	\$ 82.48	\$ 89.28
	16 Library Manager, Senior	M-4	\$ 49.21	\$ 58.69	\$ 68.16	\$ 73.79
	16 Library Manager	M-3	\$ 44.74	\$ 53.35	\$ 61.97	\$ 67.08
	17 Medical Director	M-11	\$ 95.91	\$ 114.37	\$ 132.83	\$ 143.79
	17 Medical Services Deputy Director	M-10	\$ 87.19	\$ 103.97	\$ 120.75	\$ 130.72
	17 Medical Services Assistant Deputy Director	M-9	\$ 79.26	\$ 94.52	\$ 109.78	\$ 118.83
	17 Medical Services Manager, Senior	M-7	\$ 65.51	\$ 78.11	\$ 90.72	\$ 98.21
	17 Medical Services Manager	M-5	\$ 54.14	\$ 64.56	\$ 74.98	\$ 81.16
	18 Operations and Maintenance Deputy Director	M-6	\$ 59.55	\$ 71.01	\$ 82.48	\$ 89.28
	18 Operations and Maintenance Manager, Senior	M-4	\$ 49.21	\$ 58.69	\$ 68.16	\$ 73.79
	18 Operations and Maintenance Manager	M-3	\$ 44.74	\$ 53.35	\$ 61.97	\$ 67.08
	18 Operations and Maintenance Administrator	M-2	\$ 40.67	\$ 48.50	\$ 56.33	\$ 60.98
	18 Operations and Maintenance Analyst	M-1	\$ 36.98	\$ 44.09	\$ 51.21	\$ 55.44
	19 Learning and Organizational Development Deputy Director	M-6	\$ 59.55	\$ 71.01	\$ 82.48	\$ 89.28
	19 Learning and Organizational Development Manager, Senior	M-4	\$ 49.21	\$ 58.69	\$ 68.16	\$ 73.79
	19 Learning and Organizational Development Manager	M-3	\$ 44.74	\$ 53.35	\$ 61.97	\$ 67.08
	19 Learning and Organizational Development Administrator	M-2	\$ 40.67	\$ 48.50	\$ 56.33	\$ 60.98
	20 County Procurement Officer	M-7	\$ 65.51	\$ 78.11	\$ 90.72	\$ 98.21
	20 Procurement Contract Manager, Senior	M-5	\$ 54.14	\$ 64.56	\$ 74.98	\$ 81.16
	20 Procurement Contract Manager	M-4	\$ 49.21	\$ 58.69	\$ 68.16	\$ 73.79
	20 Procurement Contract Administrator	M-3	\$ 44.74	\$ 53.35	\$ 61.97	\$ 67.08
	20 Procurement Contract Analyst	M-2	\$ 40.67	\$ 48.50	\$ 56.33	\$ 60.98
	21 Public Information and Affairs Assistant Deputy Director	M-6	\$ 59.55	\$ 71.01	\$ 82.48	\$ 89.28
	21 Public Information and Affairs Manager, Senior	M-5	\$ 54.14	\$ 64.56	\$ 74.98	\$ 81.16
	21 Public Information and Affairs Manager	M-4	\$ 49.21	\$ 58.69	\$ 68.16	\$ 73.79
	21 Public Information and Affairs Administrator	M-3	\$ 44.74	\$ 53.35	\$ 61.97	\$ 67.08
	21 Public Information and Affairs Analyst	M-2	\$ 40.67	\$ 48.50	\$ 56.33	\$ 60.98
	22 Real Estate Deputy Director	M-7	\$ 65.51	\$ 78.11	\$ 90.72	\$ 98.21
	22 Real Estate Manager, Senior	M-5	\$ 54.14	\$ 64.56	\$ 74.98	\$ 81.16
	22 Real Estate Manager	M-3	\$ 44.74	\$ 53.35	\$ 61.97	\$ 67.08
	22 Real Estate Analyst	M-2	\$ 40.67	\$ 48.50	\$ 56.33	\$ 60.98
	23 Registrar of Voters Manager, Senior	M-5	\$ 54.14	\$ 64.56	\$ 74.98	\$ 81.16
	23 Registrar of Voters Manager	M-3	\$ 44.74	\$ 53.35	\$ 61.97	\$ 67.08
	23 Registrar of Voters Administrator	M-1	\$ 36.98	\$ 44.09	\$ 51.21	\$ 55.44
	24 Regulatory Compliance Deputy Director	M-7	\$ 65.51	\$ 78.11	\$ 90.72	\$ 98.21
	24 Regulatory Compliance Assistant Deputy Director	M-6	\$ 59.55	\$ 71.01	\$ 82.48	\$ 89.28
	24 Regulatory Compliance Manager, Senior	M-5	\$ 54.14	\$ 64.56	\$ 74.98	\$ 81.16
	24 Regulatory Compliance Manager	M-4	\$ 49.21	\$ 58.69	\$ 68.16	\$ 73.79
	24 Regulatory Compliance Administrator	M-3	\$ 44.74	\$ 53.35	\$ 61.97	\$ 67.08
	25 Research, Policy and QA Deputy Director	M-7	\$ 65.51	\$ 78.11	\$ 90.72	\$ 98.21
	25 Research, Policy and QA Manager, Senior	M-5	\$ 54.14	\$ 64.56	\$ 74.98	\$ 81.16
	25 Research, Policy and QA Manager	M-4	\$ 49.21	\$ 58.69	\$ 68.16	\$ 73.79
	25 Research, Policy and QA Administrator	M-3	\$ 44.74	\$ 53.35	\$ 61.97	\$ 67.08
	25 Research, Policy and QA Analyst	M-2	\$ 40.67	\$ 48.50	\$ 56.33	\$ 60.98
	26 Risk Management Deputy Director	M-7	\$ 65.51	\$ 78.11	\$ 90.72	\$ 98.21
	26 Risk Manager, Senior	M-5	\$ 54.14	\$ 64.56	\$ 74.98	\$ 81.16
	26 Risk Manager	M-4	\$ 49.21	\$ 58.69	\$ 68.16	\$ 73.79
	26 Risk Management Administrator	M-3	\$ 44.74	\$ 53.35	\$ 61.97	\$ 67.08
	26 Risk Management Analyst	M-2	\$ 40.67	\$ 48.50	\$ 56.33	\$ 60.98
	27 County Surveyor	M-7	\$ 65.51	\$ 78.11	\$ 90.72	\$ 98.21
	27 Deputy County Surveyor	M-5	\$ 54.14	\$ 64.56	\$ 74.98	\$ 81.16
	28 Technology Services Deputy Director	M-8	\$ 72.06	\$ 85.93	\$ 99.80	\$ 108.03
	28 Technology Services Assistant Deputy Director	M-7	\$ 65.51	\$ 78.11	\$ 90.72	\$ 98.21
	28 Technology Services Manager, Senior	M-6	\$ 59.55	\$ 71.01	\$ 82.48	\$ 89.28
	28 Technology Services Manager	M-5	\$ 54.14	\$ 64.56	\$ 74.98	\$ 81.16
	28 Technology Services Administrator	M-4	\$ 49.21	\$ 58.69	\$ 68.16	\$ 73.79

Appendix C: Titling Guidelines

Classification Titling Guidelines

Proposed Title	Nature of Work/Individual Contributor Track	Nature of Work/Supervisory Track	External Experience ¹	Internal Experience ²	Typical Crosswalk (some exceptions may apply)
Analyst	Performs journey level analysis, may train and/or review the work of others	Supervises 1 or less non-management employee, may assist with unit supervision, may oversee contractors, temps, volunteers.	3 years related professional experience	N/A	Administrative Manager I
Administrator	Performs advanced journey-level analysis, performs most complex individual contributor work assignments, may train and/or review the work of others.	Supervises a program or function of 2 or more non-management employees; or supervisor of smaller program/function which includes 1 exempt or management employee. May assist with large unit supervision including assisting with supervision of multiple staff at same level.	4 years related professional experience	1 year experience as a Analyst or it's equivalent with the County of Orange.	Administrative Manager I or II
Manager	Individual contributor serving as manager of county-wide, enterprise or highly technical resource, without direct supervisory responsibilities, typically in field requiring specialized degree, training, and/or certification	Supervises formally designated organizational unit of at least 2 or more exempt or management employees as well as others, or supervises larger program with 2 or more exempt or management employees as well as others; or supervises multiple smaller programs.	5 years related professional experience; must include 1 year of lead/ supervisory experience	1 year experience as a Administrator or it's equivalent with the County of Orange.	Administrative Manager II
Senior Manager	Individual contributor providing specialized advice and consultation, in field requiring advanced degree, training and or license (example: Attorney, enterprise technology)	Supervises multiple larger units. Second level supervisor over 2 or more management employees, or manages department-wide function; supervises staff at Administrator, and/or Manager levels.	5 years related professional experience; must include 2 years of lead/ supervisory experience	1 year experience as a Manager or it's equivalent with the County of Orange.	Administrative Manager II or III

¹A Master's degree may substitute for 2 years of required experience and 1 year for a Bachelor's degree. Some assignments may require possession of a valid California Class C Driver's License (or higher Class). Some assignments may require successful completion of a background investigation. Some assignments may require additional related professional certifications.² If applicable. Not all classes are included in each series.

Classification Titling Guidelines

Proposed Title	Nature of Work/Individual Contributor Track	Nature of Work/Supervisory Track	External Experience ¹	Internal Experience ²	Typical Crosswalk (some exceptions may apply)
Senior Manager	Individual contributor providing specialized advice and consultation, in field requiring advanced degree, training and or license (example: Attorney, enterprise technology)	Supervises multiple larger units. Second level supervisor over 2 or more management employees, or manages department-wide function; supervises staff at Administrator, and/or Manager levels.	5 years related professional experience; must include 2 years of lead/ supervisory experience	1 year experience as a Manager or it's equivalent with the County of Orange.	Administrative Manager II or III
Assistant Deputy Director	N/A	Reports to a Deputy Director. Has Senior Manager level direct reports. Function is to assist deputy director in department/enterprise-wide management. For Human Services only - supervises multiple Regional Managers.	5 years related management experience; must include 1 year of supervisory experience	1 year experience as a Manager, Senior or it's equivalent with the County of Orange.	Administrative Manager II or III
Deputy Director	N/A	Oversees a major department enterprise (working title is typically deputy division director, division director, section manager) manages other managers including senior managers, reports to Agency Director or Agency Deputy Director.	6 years related management experience; must include 2 years of supervisory experience	1 year experience as a Assistant Deputy Director or it's equivalent with the County of Orange.	Administrative Manager III or AM III - Specialty (OCIT/HCA)
Medical Director/Supv Dept. CoCo	N/A	Medical Provider and Legal Services ONLY. Serves as Medical Director of a clinical program. Requires MD and license. Or serves as a supervising attorney, requires JD and license.	CoCo: JD, 6 years of post-bar legal exp; must include 2 years of supervisory experience. Med Dir: MD, 6 years of medical practice experience as a primary care physician; must include 2 years of supervisory experience.	N/A	Administrative Manager III - Specialty

¹A Master's degree may substitute for 2 years of required experience and 1 year for a Bachelor's degree. Some assignments may require possession of a valid California Class C Driver's License (or higher Class). Some assignments may require successful completion of a background investigation. Some assignments may require additional related professional certifications.² If applicable. Not all classes are included in each series.

Appendix D: Classification Specifications



AIRPORT MANAGER, SENIOR

Bargaining Unit: MA Administrative Management

Class Code:
8157MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the first in a two-level **Airport Operations Management Series** responsible for the operational management, safety and regulatory compliance of various functional areas, including: airside, landside, terminal, commercial ground transportation, tenant relations, and access planning and noise monitoring, airport planning, environmental, and general aviation and management.

The Airport Operations Management series includes the following:

Airport Manager, Senior (8157MA)

Airport Deputy Director (8158MA)

CLASS CHARACTERISTICS:

Incumbents oversee multiple highly complex airport operational functions providing first-level (direct) supervision to multiple management level employees, indirect supervision to additional management and/or non-management level employees, and have responsibility for significant budget/funding levels. Decision-making includes establishing work unit objectives and goals, exercising considerable discretion in selecting the method to address a problem or issue, and fostering collaboration among and between the work units supervised as well with work units under the direction of others.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, and discipline and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Manages assigned aviation-related operational areas such as facilities, airside/landside operations, business development, aviation-related environmental, and access and noise; planning; evaluates, and implements aviation-related services, programs, projects, and related operational functions; develops work unit goals; and assists with developing broader program and department policies and procedures.
2. Provides operational and technical guidance and direction to staff included, but not limited to, one or more of the following areas: regulatory compliance and enforcement, system monitoring operations, emergency planning and response, construction project management, security activities, safety efforts and contract and license compliance.

3. Ensures that work is completed safely and in compliance with applicable policies, federal, state and local laws, codes, and regulations.
4. Develops assigned program and related budgets; researches and analyzes financial data; and develops and presents recommendations for resource allocation and department purchases to higher-level management.
5. Oversees the conduct of, or conducts, performance evaluations, employee development, hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional and support staff, as assigned.
6. Hosts and/or attends meetings, briefings, and presentations with internal departments, commissions, tenants, law enforcement, emergency services, security, and/or other applicable stakeholders.
7. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Airport management for medium-sized passenger airports and associated aviation and ground operations
- Applicable federal, state and local laws, codes, regulations (based on assignment) including Federal Aviation Administration (FAA) Regulations, pertaining to commercial airport operations, maintenance, security, and emergency management
- Techniques and methods for organizing, prioritizing, assigning, and monitoring work
- Practices and methods of coaching and leading the work of others
- Business methods, principles, and practices
- Best practices, trends, and emerging technologies
- Principles and applications of critical thinking and analysis
- Principles and practices of budgeting and fiscal management
- Principles and techniques of effective oral presentations
- Principles and practices of contract management
- Strategies in conflict resolution and negotiation
- Supervisory principles, practices, and techniques
- Principles in providing excellent customer service through an array of staff and partners

- Specialized equipment relevant to area of assignment
- Modern office technology and operational specific business systems and applications

Ability to

- Apply industry-standard management principles and practices of airport, aviation, and ground operations
- Apply modern principles and practices of budget administration and management
- Provide contract administration and compliance management
- Oversee the implementation and adherence to timelines, quality assurance, and standards
- Interpret, monitor, and report financial information and statistics
- Provide project/program management
- Review research and implementing appropriate industry trends, solutions, and best practices
- Author and oversee the preparation of original reports, content, documents, and presentations
- Develop and implement policies and procedures
- Facilitate group discussions and build consensus using persuasive reasoning
- Exercise political acumen, tact, and diplomacy
- Collaborate with diverse array of program stakeholders, the public and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards (based on assignment)
- Supervise and evaluate staff performance including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work performed
- Create and support an organizational culture that provide excellent customer service
- Utilize a computer and relevant software applications
- Utilize appropriate communication and interpersonal skills as applied to interaction with coworkers, supervisors, the general public and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Five (5) years of professional airport operational experience in area of assignment that includes the knowledge and application of Federal and State regulations related to the area of assignment (such as, but not limited to, FAA, TSA NEPA, FAR, CEQA, CPUC regulations); must include two (2) years of lead/ supervisory experience.

A Bachelor's degree in airport management, aviation, civil engineering, or related field may substitute for one (1) year of the required experience.

A Master's degree in airport management, aviation, civil engineering, or related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of appointment:

- State of California Professional Engineer Registration (PE)
- Incumbents are required to obtain assigned National Incident Management System (NIMS) certifications within time-frame established by the County
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

Airport Access Requirements

- The incumbent must clear and maintain a background check clearance, which includes a Criminal History Records Check (CHRC), Transportation Security Administration (TSA) Security Threat Assessment (STA).
- Obtain and maintain valid Airport Access Badge within ten (10) days of employment, assignments may require an Escort and/or Airfield Driving Endorsement

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



AIRPORT DEPUTY DIRECTOR

Bargaining Unit: MA Administrative Management

Class Code:
8158MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the second in a two-level **Airport Operations Management Series** responsible for managing a portfolio of critical airport operations such as facilities, engineering, business development, security, airside and landside operations, access and noise, ground transportation, parking and shuttle operations, tenant and stakeholder relations, and firefighting.

The Airport Operations Management series includes the following:

Airport Manager, Senior (8157MA)

Airport Deputy Director (8158MA)

CLASS CHARACTERISTICS:

An incumbent serves as a second level or higher supervisor for airport operational functions and has significant accountability and responsibilities that include making broad policy decisions and recommendations to the department head or County executive team. Work includes making interpretive decisions on behalf of the organization regarding the means for executing the goals established by the relevant executives and governing body subject to constraints imposed by available technology and resources. Such interpretive decisions provide context for the work to be accomplished by subordinates supervised within the units managed. An incumbent typically reports to the Assistant Airport Director or Airport Director.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, and discipline and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Provides management and operational oversight and direction included, but not limited to, one or more of the following areas: business development/planning, airside/landside operations, revenue generation, access and noise, leasing, regulatory compliance and enforcement, engineering and environmental planning and compliance, facility construction and maintenance, contract management, aviation security, stakeholder/customer relationships, and licensing.

2. Ensures that work is completed safely and in compliance with applicable policies, federal, state and local laws, codes, and regulations.
3. Develops, prepare and administers assigned programmatic and department budgets; reviews and approves budget, purchase, and related operational and financial requests; and makes budget-related recommendations to Board members, the County Executive, and other higher-level management staff.
4. Coordinates the planning, evaluation, and implementation of services, programs, projects, and related operations; and develops, recommends, approves, and implements department policies and procedures to higher-level staff.
5. Plans and evaluates short- and long-term system-wide procedures, policies, strategies, and goals; maintains, updates, and ensures procedural compliance for assigned airport programs and projects; plans and implements process improvements; and resolves complex, escalated work unit issues.
6. Convenes, facilitates and/or attends meetings, briefings, and presentations with the internal departments, commissions, Boards, tenants, law enforcement, emergency services, security, and/or other applicable stakeholders.
7. Oversees the conduct of, or conducts, performance evaluations, employee development, hiring, discipline, and termination procedures as well as directly supervises management, and staff, as assigned.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Airport and aviation operations and associated management for medium-sized passenger/commercial airports
- Applicable federal, state and local laws, codes, regulations (based on assignment) including Federal Aviation Administration (FAA) Regulations, pertaining to commercial airport operations, maintenance, security, and emergency management
- Techniques and methods for organizing, prioritizing, assigning, and monitoring work
- Practices and methods of coaching and leading the work of others
- Business methods, principles, and practices
- Best practices, trends, and emerging technologies
- Principles and applications of critical thinking and analysis
- Principles and practices of budgeting and fiscal management
- Principles and techniques of effective oral presentations
- Principles and practices of contract management
- Strategies in conflict resolution and negotiation; stakeholder identification and management

- Supervisory principles, practices, and techniques
- Principles in providing excellent customer service through an array of staff and partners
- Specialized equipment relevant to area of assignment
- Modern office technology and operational specific business systems and applications

Ability to

- Manage budgets and allocating resources to achieve strategic objectives
- Oversee the implementation and adherence to quality assurance and standards
- Interpret, monitor, and report financial information
- Manage complex projects/programs involving multiple stakeholders/partners
- Review research and implementing industry trends, solutions, and best practices
- Author and oversee the preparation of original reports, content, documents, and presentations
- Develop and implement policies and procedures
- Facilitate group discussions and building consensus using persuasive reasoning
- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards (based on assignment)
- Implement, approve, and monitor contracts in compliance with County policy and funding source requirements
- Supervise and evaluate staff performance include training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work performed
- Understand principles in providing excellent customer service
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills as applied to interaction with coworkers, supervisors, the general public and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Two (2) years experience as a Airport Manager, Senior or its equivalent with the County of Orange.

Or

Six (6) years of management experience in airport operations that includes the knowledge and application of Federal and State regulations related to airport operations (such as, but not limited to, Federal Aviation Administration (FAA), Transportation and Security Administration (TSA), National Environmental Policy Act (NEPA), Federal Aviation Regulations (FAR), California Environmental Quality Act (CEQA), California Public Utilities Commission (CPUC); must include two (2) years of supervisory experience.

A Bachelor's degree in airport management, aviation, civil engineering, or related field of study may substitute for one (1) year of the required experience.

A Master's degree in airport management, aviation, civil engineering, or related field of study may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of appointment:

- State of California Professional Engineer Registration (PE).
- Incumbents are required to obtain assigned National Incident Management System (NIMS) certifications within timeframe established by the County
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

Airport Access Requirements

- The incumbent must clear and maintain a background check clearance, which includes a Criminal History Records Check (CHRC), Transportation Security Administration (TSA) Security Threat Assessment (STA).
- Obtain and maintain valid Airport Access Badge within ten (10) days of employment, assignments may require an Escort and/or Airfield Driving Endorsement

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



BUSINESS SERVICES ANALYST

Bargaining Unit: MA Administrative Management

Class Code:
8160MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the first in a six-level **Business Services Management Series** responsible for providing complex analysis related to a department's business operations including accounting, budget, procurement and/or human resources, as well as department and enterprise programs involving project management, business process improvement, strategic planning and/or performance measurement. As assigned, work may include, gathering and researching data; conducting analyses; providing input into programs and policies; developing policies and procedures, providing support to elected and appointed boards, and managing customer service functions.

The Business Services Management series includes the following:

Business Services Analyst (8160MA)

Business Services Administrator (8161MA)

Business Services Manager (8162MA)

Business Services Manager, Senior (8163MA)

Business Services Assistant Deputy Director (8164MA)

Business Services Deputy Director (8165MA)

CLASS CHARACTERISTICS:

An incumbent performs journey-level analysis or assists with program administration or supervision of a business services work unit which may include providing training and work review to employees at the same level, or serves as a supervisor to one non-management exempt employee or multiple contractors or temporary staff who are assigned to assist with the work being performed. Decision-making includes providing input into management objectives and selecting the method to address a problem or issue, subject to constraints established by management objectives and direction.

As assigned, an incumbent may serve as a lead worker, assigning work and monitoring work completion; or supervise non-management staff, volunteers, and/or contractors. Supervision of staff includes conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Establishes research criteria, gathers and analyzes business operational information and/or leads the information gathering process for assigned department or enterprise program, and uses technical and analytical expertise to develop findings and provide recommendations to higher-level staff.
2. Provides program support for assigned department or enterprise programs in areas including, but not limited to: procurement and inventory management, project management, accounting and finance, budgeting, records and information management, compliance and audits, contracts and grant management, customer relations, environmental health, facilities management and safety, human resources, real estate, and information technology.
3. Assists with the administration of less complex business services programs, projects, or specific functional areas of large complex programs; plans and conducts studies, surveys, training sessions, assessments, and investigations; assists with developing and auditing program policies and procedures; and troubleshoots program-related operational issues.
4. Assists with the management of operational activities including the identification of business processes and opportunities for continuous improvement, drafting of operational policies and procedures, and measurement and analysis of performance indicators.
5. Researches and develops original program, project, financial, policy, grant-related, training, and related reports, materials, plans, contracts, letters, and other documents; reviews materials prepared by others; and makes presentations, as assigned.
6. Responds to inquiries, requests, and/or complaints from vendors, the general public, County officials and staff, and/or external agencies; and facilitates and/or attends meetings.
7. As assigned, serves as a lead worker, or supervises staff, volunteers, and/or contractors, including conducting performance evaluations, coordinating training, and hiring, discipline, and termination procedures.
8. Administers and ensures compliance with applicable regulations, policies, and procedures.
9. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of project management operations and processes for assigned department
- Principles and practices of procurement, inventory, grant, contract, and compliance management operations and processes for assigned department
- Principles and practices of accounting, finance, and budgeting operations and processes for assigned department
- Principles and practices of customer relations operations and processes for assigned department

- Principles and practices of environmental health operations and processes for assigned department
- Principles and practices of facilities management and real estate operations and processes for assigned department
- Principles and practices of information technology operations and processes for assigned department
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations and written reports
- Principles and practices of modern budget administration and procurement
- Supervisory principles, practices, and techniques, including employee development, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state, and local laws, codes, and regulations
- Principles and practices of service delivery models
- Office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Administer project, grant, contract, procurement, inventory, and/or compliance management operations for assigned department
- Administer account, finance, budget, and/or audit operations and programs for assigned department
- Administer records and information management and/or customer relations operations and programs for assigned department
- Administer records and information management, and customer relations operations and programs for assigned department
- Administer environmental health, facilities management, safety, and/or real estate operations and programs for assigned department
- Administer human resources and/or information technology operations and programs for assigned department

- Prioritize multiple competing work priorities and meeting deadlines
- Research and analyze data, identify issues, and articulate recommendations
- Monitor and interpret operational data, regulatory and financial information, and statistics
- Administer budgets and procurement processes, which may include negotiating contracts
- Develop and prepare reports and presentations
- Recommend and execute policies and procedures
- Resolve conflict and facilitate consensus
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands and assigning/monitoring work, as assigned
- Interpret and administer applicable laws, codes, regulations, and standards (based on assignment)
- Provide customer service
- Operate a computer and relevant software applications
- Communicate effectively and apply interpersonal skills when interacting with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Three (3) years of professional business services experience related to assignment.

A Bachelor's degree in accounting, finance, human resources, business, public administration, or related field may substitute for one (1) years of the required experience.

A Master's degree in accounting, finance, human resources, business, public administration, or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

For some positions, valid certifications, certificates or professional licenses in relevant areas may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



BUSINESS SERVICES ADMINISTRATOR

Bargaining Unit: MA Administrative Management

Class Code:
8161MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the second in a six-level **Business Services Management Series** responsible for providing supervision to a larger work unit of non-management staff or performing advanced journey-level analysis and program coordination for a large program or county-wide (enterprise) function, performing the most complex analysis work assignments.

The Business Services Management series includes the following:

Business Services Analyst (8160MA)

Business Services Administrator (8161MA)

Business Services Manager (8162MA)

Business Services Manager, Senior (8163MA)

Business Services Assistant Deputy Director (8164MA)

Business Services Deputy Director (8165MA)

CLASS CHARACTERISTICS:

An incumbent performs advanced journey-level analysis in business services administration. Incumbents may supervise multiple staff engaged in non-management business services work, provide training and work review for same level management staff or supervise one (1) management level staff assigned to help support and coordinate the program and/or work unit. Decision-making includes providing input into management objectives and selecting the method to address a problem or issue, subject to the constraints established by management objectives and direction.

As assigned, an incumbent may serve as a lead worker, assigning work and monitoring work completion; or supervise staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Establishes research criteria, gathers, and analyzes business operational information and/or leads the information gathering process for assigned department or enterprise program, and uses technical and analytical expertise to develop findings and provide recommendations to higher-level staff.

2. Coordinates program support operations for assigned department or enterprise programs in areas including, but not limited to accounting, finance, budgeting, taxation, records and information management, training, procurement, inventory management, project management, quality assurance, compliance and audits, human resources, payroll, management/process analysis, contract and grant management, call center and customer service operations, production and design, facility management, safety, volunteer support, and correctional health.
3. Administers smaller, less complex business services programs, projects, or specific functional areas of large complex programs; assists with developing and auditing program policies and procedures; troubleshoots program-related operational issues; and ensures compliance with applicable regulations, policies, and procedures.
4. As assigned, supervises transactional, investigatory, or processing operational activities performed by non-exempt staff in assigned department or enterprise program; assists with overall operational management of a work unit including the identification of business processes and opportunities for continuous improvement, drafting of operational policies and procedures, and measurement and analysis of performance indicators.
5. Plans and conducts studies, surveys, training sessions, assessments, and investigations; and administers business services program/project budget and procurement activities.
6. Researches and develops original program, project, case, grant, and related reports, materials, contracts, proposals, memos, agendas, and other documents; serves as technical subject matter expert; reviews materials prepared by others; and makes presentations, as assigned.
7. Responds to inquiries, requests, and/or complaints from vendors, the public, County officials and staff, and/or external agencies; and facilitates and/or attends meetings.
8. As assigned, serves as a lead worker, or supervises staff, volunteers, and/or contractors, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
9. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of accounting, finance, budgeting, taxation, and/or audit operations and processes for assigned department
- Principles and practices of project, procurement, inventory, grant, contract, quality assurance, and/or compliance management operations and processes for assigned department
- Principles and practices of records and information management operations and processes for assigned department
- Principles and practices of management/process analysis

- Principles and practices of call center and customer service operations and processes for assigned department
- Principles and practices of production and design operations and processes for assigned department
- Principles and practices of facility management and safety operations and processes for assigned department
- Principles and practices of volunteer support and/or correctional health operations and processes for assigned department
- Principles and practices of administering projects and programs related to assigned area of business services
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Supervisory principles, practices, and techniques, including employee development, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and techniques of effective oral presentations and written reports
- Principles and practices of modern budget administration and procurement
- Best practices, trends, and emerging technologies
- Applicable federal, state, and local laws, codes, and regulations
- Principles and practices of service delivery models
- Office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Administer accounting, finance, budgeting, taxation, and/or audit operations for assigned department
- Administer project, procurement, inventory, grant, contract, quality assurance, and compliance management operations for assigned department
- Administer records and information management operations for assigned department
- Plan and administer training sessions and activities for assigned department
- Perform process analysis operations for assigned department
- Administer call center and customer service operations
- Administer production and design operations for assigned department

- Administer facility management and safety operations for assigned department
- Administer volunteer support and/or correctional health operations for assigned department
- Prioritize multiple competing work priorities and meeting deadlines
- Research and analyze data, identify issues, and articulate recommendations
- Monitor and interpret operational data, regulatory and financial information, and statistics
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands and assigning/monitoring work, as assigned
- Administer budgets and procurement processes, which may include negotiating contracts
- Develop and prepare reports and presentations
- Recommend and execute policies and procedures
- Resolve conflict and facilitate consensus
- Interpret and apply applicable laws, codes, regulations, and standards
- Provide customer service
- Operate a computer and relevant software applications
- Communicate effectively and apply interpersonal skills when interacting with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Business Services Analyst or its equivalent with the County of Orange.

Or

Four (4) years of professional business services experience related to assignment.

A Bachelor's degree in accounting, finance, human resources, business, public administration, healthcare administration or related field may substitute for one (1) years of the required experience.

A Master's degree in accounting, finance, human resources, business, public administration, healthcare administration or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

For some positions, valid certifications, certificates or professional licenses in relevant areas may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



BUSINESS SERVICES MANAGER

Bargaining Unit: MA Administrative Management

Class Code:
8162MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the third in a six-level **Business Services Management Series** responsible for supervising multiple department administrative business functions including procurement, human resources, grants, budget and/or accounting, or an enterprise or department strategic planning, business process improvement, project management, or performance measurement program.

The Business Services Management series includes the following:

Business Services Analyst (8160MA)

Business Services Administrator (8161MA)

Business Services Manager (8162MA)

Business Services Manager, Senior (8163MA)

Business Services Assistant Deputy Director (8164MA)

Business Services Deputy Director (8165MA)

CLASS CHARACTERISTICS:

An incumbent may serve as an individual contributor of a county-wide, enterprise or highly technical business services program or supervise a work unit that includes at least two (2) or more management level employees. Work may include making program and policy recommendations, leading county-wide projects and/or assignments, establishing the vision for the assigned program to ensure achievement of management and policy objectives, and establishing priorities for staff. Decision-making includes using discretion for program decisions to achieve management objectives, with accompanying accountability for those decisions. An individual contributor who is a designated subject matter expert and who serves as a manager of a county-wide, enterprise or highly technical and specialized function, without direct supervisory responsibilities may be assigned to this level.

As assigned, an incumbent supervises management and non-management level staff including conducting performance evaluations, coordinating training, and hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Plans, coordinates, and evaluates business services programs and/or projects for assigned department or enterprise programs in areas including, but not limited to: accounting, finance, budgeting, collections, technology, training, quality assurance, process improvement, project management, compliance and audits, records, management, strategic planning, communications, procurement, inventory management, contract and grant management, customer service, human resources, legal support, volunteer programs, and facilities services.
2. Administers ongoing daily operations to comply with strategic goals and preferred outcomes; manages program planning and resource deployment in assigned business services area; and ensures compliance with all policies, procedures, and quality and performance standards.
3. Researches, analyzes, develops, and reviews original reports, manuals, agendas, contracts, agreements, proposals, materials, presentations, and other documents; and develops and makes program policy and operations recommendations to higher-level staff.
4. Builds effective internal and external partnerships; coordinates with and responds to requests from County staff, vendors, the general public, media, and/or external agencies; and convenes, facilitates, and/or attends meetings.
5. Manages procurement and budget for assigned business services program(s); monitors and approves inventory and procurement processes; prepares and reviews budget requests; researches and reviews funding opportunities; collects and analyzes financial information; and makes budgetary and financial recommendations to higher-level staff.
6. Supervises professional, paraprofessional, and support level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
7. Ensures a healthy and safe work environment; and ensures compliance with applicable regulations, policies, and procedures.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of assigned business services area related, but not limited to accounting, finance, budgeting, collections, technology, training, quality assurance, process improvement, project management, compliance and audits, records, management, strategic planning, communications, procurement, contract and grant management, customer service, human resources, legal support, volunteer programs, and facilities services
- Principles and practices of budgeting and fiscal management
- Principles and practices of business services program planning and administration
- Project and contract management principles

- Principles and practices of conflict resolution
- Best practices, trends, and emerging technologies
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Applicable federal, state, and local laws, codes, and regulations
- Principles in providing customer service

Ability to

- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Manage business services programs and projects related, but not limited to accounting, finance, budgeting, collections, technology, training, quality assurance, process improvement, project management, compliance and audits, records, management, strategic planning, communications, procurement, contract and grant management, customer service, human resources, legal support, volunteer programs, and facilities services
- Oversee adherence to quality assurance and standards
- Interpret, monitor, and report financial information and statistics
- Compile and analyze data, formulate issues, and articulate recommendations
- Prepare original reports, content, documents, and presentations
- Recommend, develop, and execute policies and procedures
- Facilitate groups and build consensus using persuasive reasoning
- Interpreting and applying applicable laws, codes, regulations, and standards
- Supervisory principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Provide customer service
- Operate a computer and relevant software applications
- Communicate effectively and apply interpersonal skills when interacting with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Business Services Administrator or its equivalent with the County of Orange.

Or

Five (5) years of professional business services experience related to assignment; must include one (1) year of lead/supervisory experience.

A Bachelor's degree in accounting, finance, human resources, business, public administration, healthcare administration or related field may substitute for one (1) years of the required experience.

A Master's degree in accounting, finance, human resources, business, public administration, healthcare administration or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

For some positions, valid certifications, certificates or professional licenses in relevant areas may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



BUSINESS SERVICES MANAGER, SENIOR

Bargaining Unit: MA Administrative Management

Class Code:
8163MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the fourth in a six-level **Business Services Management Series** responsible for managing a large unit or multiple units providing department administrative business services functions including, at a minimum, accounting, grants management, budget, procurement, and/or human resources, or large programs involving project management, strategic planning, business process improvement, and/or performance measurement.

The Business Services Management series includes the following:

Business Services Analyst (8160MA)

Business Services Administrator (8161MA)

Business Services Manager (8162MA)

Business Services Manager, Senior (8163MA)

Business Services Assistant Deputy Director (8164MA)

Business Services Deputy Director (8165MA)

CLASS CHARACTERISTICS:

Incumbents oversee multiple highly complex business services operational functions and/or an organizational work unit exercising first-level (direct) supervision to multiple management level employees, indirect supervision to additional management and/or non-management level employees and have responsibility for significant budget/funding levels. Decision-making includes establishing work unit objectives and goals, exercising considerable discretion in selecting the method to address a problem or issue, and fostering collaboration among and between the work units supervised as well with work units under the direction of others.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Provides operational and technical management and direction to staff including, but not limited to one or more of the following functional areas: accounting, finance, budget, procurement, inventory management, collections, risk management, project management, grant and contract management, facility and safety management, fleet management, inventory management, community relations and events, records and information management, strategic planning, business process improvement, compliance and audits, community events, human resources, and election support.
2. Troubleshoots and resolves assigned business services program or work unit issues and keeps higher-level management informed of issues/resolution.
3. Develops, executes, and evaluates services and programs to ensure compliance with strategies and performance goals; manages work systems and processes; maintains and updates procedures, and ensures compliance; researches trends and best practices; and recommends and implements changes.
4. Develops and administers work unit budgets and procurement processes; reviews and approves budget requests and transactions; negotiates and manages contracts; researches and analyzes financial information; makes resource allocation recommendations; and implements resource allocation decisions.
5. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains reports, records, plans, agendas, contracts, proposals, bids, and other documents; oversees the research and analysis of policy and related information; and makes recommendations to higher-level staff.
6. Oversees and conducts performance evaluations, employee development, and hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff, as assigned.
7. Coordinates with the general public, County staff, and/or external agencies; convenes, facilitates, and attends meetings; and prepares and makes presentations to the public, elected officials, appointment boards, and other stakeholders.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of assigned business services functions related, but not limited to accounting, finance, budget, procurement, inventory management, collections, risk management, project management, grant and contract management, facility and safety management, fleet management, inventory management, community relations and events, records and information management, strategic planning, business process improvement, compliance and audits, community events, human resources, and election support
- Principles and practices of business management
- Principles and practices of budgeting and fiscal management

- Principles and practices of service delivery models
- Principles and practices of project management
- Principles and practices of strategic planning and performance measurement
- Principles and practices of group facilitation and building consensus
- Principles and practices of procurement, and contract negotiation and administration
- Best practices, trends, and emerging technologies
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Applicable federal, state, and local laws, codes, and regulations
- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles in providing customer service

Ability to

- Manage the operations, programs, and projects of assigned business services functions
- Ensure ongoing compliance with strategic objectives and measuring performance; and participating in the development of goals and strategic objectives
- Manage budgets and allocating resources
- Interpret, monitor, and report financial information and statistics
- Monitor and execute procurement activities for assigned work unit; and negotiating and administering contracts
- Manage large-scale complex projects and/or initiatives, enterprise projects, and/or overseeing the management of multiple projects simultaneously
- Oversee the practice of, and adherence to, quality assurance activities and standards
- Author and oversee the preparation of original reports, content, documents, and presentations
- Make presentations to stakeholders, elected officials, and County leadership
- Develop and execute policies and procedures

- Facilitate group discussions and build consensus using persuasive reasoning
- Exercise political acumen, tact, and diplomacy
- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Operate a computer and relevant software applications, specialized equipment, and systems
- Communicate effectively and apply interpersonal skills when interacting with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Business Services Manager or its equivalent with the County of Orange.

Or

Five (5) years of professional business services experience related to assignment; must include two (2) years of lead/supervisory experience.

A Bachelor's degree in accounting, finance, human resources, business, public administration, healthcare administration or related field may substitute for one (1) years of the required experience.

A Master's degree in accounting, finance, human resources, business, public administration, healthcare administration or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

For some positions, valid certifications, certificates or professional licenses in relevant areas may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



**BUSINESS SERVICES ASSISTANT
DEPUTY DIRECTOR**

Bargaining Unit: MA Administrative Management

Class Code:
8164MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the fifth in a six-level **Business Services Management Series** responsible for serving as an assistant to a deputy director, management of department-wide business services functions including, at a minimum, accounting, grants management, budget, procurement, and/or human resources, or large programs involving project management, strategic planning, business process improvement and/or performance measurement.

The Business Services Management series includes the following:

Business Services Analyst (8160MA)

Business Services Administrator (8161MA)

Business Services Manager (8162MA)

Business Services Manager, Senior (8163MA)

Business Services Assistant Deputy Director (8164MA)

Business Services Deputy Director (8165MA)

CLASS CHARACTERISTICS:

Incumbents serve as second- or third-level supervisors with one (1) or more Senior Manager level direct reports. Work involves serving in the absence of the deputy director, ensuring management consistency across multiple highly complex business services units and providing (direct) supervision to senior managers, as well as indirect supervision to additional management and/or non-management level employees. Decision-making includes assisting the Deputy Director with establishing strategic goals and ensuring the operational goals are executed in support of those goals. Incumbents exercise considerable discretion in selecting the method to address a problem or issue, and are responsible for establishing work standards, policies, and procedures and fostering collaboration across the assigned organizational function.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Oversees the management of and provides operational and technical management and direction to business services program management staff including, but not limited to one or more of the following areas: accounting, finance, budget, procurement, inventory management, facilities and safety management, information systems, project management, human resources, contract and/or grant management, compliance and audit, business process improvement, and strategic planning.
2. Develops, implements, and evaluates multiple programs and projects for assigned business services units; ensures compliance with applicable legislation, strategies, and performance goals; oversees work system and process improvements and updates; maintains and updates procedures ensuring ongoing compliance; researches trends and best practices; and plans and implements changes.
3. Consults with staff on escalated and complex business services program or work unit issues and complaints, and keeps higher-level management informed of issues/resolution.
4. Develops and administers assigned budgets and procurement processes for assigned business services units; reviews and approves budget requests and transactions; negotiates and manages contracts; researches and analyzes financial information; makes resource allocation recommendations; and implements resource allocation decisions.
5. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains reports, records, plans, contracts, proposals, bids, and other documents; oversees the research and analysis of department policy and related information; and makes recommendations to the Deputy Director or County executive team.
6. Oversees and conducts performance evaluations, employee development, and hiring, discipline, and termination procedures as well as directly supervises business services senior managers, and other management, professional, paraprofessional, and support staff, as assigned.
7. Coordinates with the general public, County staff, and/or external agencies; convenes, facilitates and/or attends meetings; prepares and makes presentations to the public, elected officials, appointment boards, and other stakeholders.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of business services management and program administration
- Principles and practices of budgeting and fiscal management
- Principles and practices of business services program planning and administration
- Principles and practices of service delivery models
- Principles and practices of project management

- Principles and practices of strategic planning and performance measurement
- Principles and practices of group facilitation and building consensus
- Principles and practices of modern procurement and contract negotiation and administration
- Best practices, trends, and emerging technologies
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Applicable federal, state, and local laws, codes, and regulations
- Principles in providing customer service

Ability to

- Manage large-scale complex projects and/or initiatives, enterprise projects, and/or oversee the management of multiple projects simultaneously
- Manage the operations of multiple business services department units
- Ensure ongoing compliance with strategic objectives and measuring performance; participating in the development of goals and strategic plans
- Develop, manage budgets, and allocate resources
- Interpret, monitor, and report financial information and statistics
- Monitor and execute procurement activities for assigned work unit, and negotiate and administer contracts
- Supervise and evaluate staff performance, train, coach, coordinate deadlines, prioritize work demands, and assign/monitor work
- Oversee the practice of, and adherence to, quality assurance activities and standards
- Research, recommend, and apply industry trends, solutions, and best practices
- Author and oversee the preparation of original reports, content, documents, and presentations
- Make presentations to stakeholders, Deputy Directors, elected officials, and other County leadership
- Develop and apply department policies and procedures
- Facilitate group discussions and build consensus using persuasive reasoning

- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Manage by applying principles, practices and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Provide customer service and resolve escalated issues
- Operate a computer and relevant software applications, specialized equipment, and systems
- Communicate effectively and apply interpersonal skills when interacting with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Business Services Manager, Senior or its equivalent with the County of Orange.

Or

Six (6) years of business services management experience related to assignment; must include one (1) year of supervisory experience.

A Bachelor's degree in accounting, finance, human resources, business, public administration, healthcare administration or related field may substitute for one (1) years of the required experience.

A Master's degree in accounting, finance, human resources, business, public administration, healthcare administration or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

For some positions, valid certifications, certificates or professional licenses in relevant areas may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



BUSINESS SERVICES DEPUTY DIRECTOR

Bargaining Unit: MA Administrative Management

Class Code:
8165MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the sixth in a six-level **Business Services Management Series** responsible for managing department-wide business services functions for a large county department or a county-wide performance measurement, business process improvement, project management, or strategic planning function.

The Business Services Management series includes the following:

Business Services Analyst (8160MA)

Business Services Administrator (8161MA)

Business Services Manager (8162MA)

Business Services Manager, Senior (8163MA)

Business Services Assistant Deputy Director (8164MA)

Business Services Deputy Director (8165MA)

CLASS CHARACTERISTICS:

An incumbent serves as a second- or higher-level supervisor and has middle management level responsibilities that include making interpretive decisions on behalf of the organization regarding the means for executing the goals established by the relevant executives and governing body subject to constraints imposed by available technology and resources. Such interpretive decisions provide context for the work to be accomplished by subordinates supervised within the units managed. An incumbent typically reports to a Deputy Agency Director or Agency Director.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Develops, administers, and evaluates services, programs, large-scale projects, and operations for business services functional areas; plans and evaluates system-wide procedures, policies, strategies and

goals; maintains, updates, and ensures procedural compliance for programs and projects; and plans and implements process improvements.

2. Develops, administers, and oversees budgets; oversees procurement activities for the assigned business services unit; reviews and approves budget requests and transactions; researches and analyzes financial information; makes resource allocation decisions and recommendations; and ensures adherence to budgetary and other applicable regulatory requirements, policies, and procedures.
3. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains reports, records, plans, contracts, proposals, agendas, manuals, and other documents; coordinates the research and analysis of department-wide policy and related information; and makes recommendations to higher-level staff.
4. Oversees and conducts performance evaluations, employee development, and hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff, as assigned.
5. Coordinates with the public, County officials and staff, and/or external agencies; develops internal and external partnerships; responds to escalated complaints and operational issues; and manages ongoing program operations and processes.
6. Convenes, facilitates, and/or attends meetings, briefings, and presentations with internal departments, commissions, boards, and/or other external stakeholders; and prepares and makes presentations.
7. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of business services operational areas including, but not limited to accounting, finance, budget, collections, contract and grant management, real estate, facilities management, safety, business process improvement, strategic planning, human resources, information technology, volunteer programs, compliance and audits, and training
- Principles and practices of business management
- Principles and practices of budgeting and fiscal management including fund accounting
- Principles and practices of business services program planning and administration
- Principles and practices of service delivery models
- Principles and practices of group facilitation and building consensus
- Project and contract management principles
- Best practices, trends, and emerging technologies

- Principles and applications of critical thinking and analysis
- Managerial principles, practices and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and techniques of effective oral presentations
- Applicable federal, state and local laws, codes, and regulations
- Principles in providing customer service

Ability to

- Plan and manage assigned business services programs, projects, and activities
- Identify strategic objectives, ensuring ongoing compliance, and measuring performance
- Manage budgets and allocate resources to achieve strategic objectives
- Interpret, monitor, and report financial information and statistics
- Monitor and direct procurement activities for the assigned business services division
- Review research and apply industry trends, solutions, and best practices
- Author and oversee the preparation of original reports, content, documents, and presentations
- Make presentations to stakeholders, elected officials, and County leadership
- Develop and execute policies and procedures
- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Operate a computer and relevant software applications, specialized equipment, and systems
- Communicate effectively and apply interpersonal skills when interacting with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Business Services Assistant Deputy Director or its equivalent with the County of Orange.

Or

Six (6) years of business services management experience related to assignment; must include two (2) years of supervisory experience.

A Bachelor's degree in accounting, finance, human resources, business, public administration, healthcare administration or related field may substitute for one (1) years of the required experience.

A Master's degree in accounting, finance, human resources, business, public administration, healthcare administration or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

For some positions, valid certifications, certificates, or professional licenses in relevant areas may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



CAPITAL PROJECTS ADMINISTRATOR

Bargaining Unit: MA Administrative Management

Class Code:
8181MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the first in a three-level **Capital Project Management Series** responsible for managing capital construction projects including scope development, project documentation, cost estimating, project monitoring, payables and change order authorization, quality control, FF&E (furniture, fixtures, and equipment), project research, project tracking, and construction inspection, which includes supervision of non-management construction inspectors.

The Capital Project Management series includes the following:

Capital Projects Administrator (8181MA)

Capital Projects Manager (8182MA)

Capital Projects Manager, Senior (8183MA)

CLASS CHARACTERISTICS:

An incumbent performs advanced journey-level construction project management and/or program administration which includes performing the most complex individual contributor work assignments or supervision of a smaller program/function. Incumbents may supervise multiple staff engaged in non-management work, provide training and work review for same level management staff, or supervise one (1) management level staff assigned to help support and coordinate the program and/or work unit. Decision-making includes providing input into management objectives and selecting the method to address a problem or issue, subject to the constraints established by management objectives and direction.

As assigned, an incumbent may serve as a lead worker, assigning work and monitoring work completion; or supervise staff, volunteers and/or contractors, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Performs project management work while leading project teams; prepares, manages, and monitors project scope, plans, budgets, and schedules; identifies, monitors, and mitigates risk; identifies, quantifies, and assigns resources; ensures compliance with performance and quality standards; and maintains project documentation.

2. Maintains ongoing communications with project stakeholders; responds to inquiries and/or complaints from vendors, the general public, internal staff, and/or external agencies; troubleshoots program-related operational issues; and facilitates and/or attends meetings.
3. Establishes research criteria, gathers information and/or leads the information gathering process, analyzes information, and uses technical and analytical expertise to develop findings and provide recommendations to higher-level staff.
4. Administers smaller, less complex capital improvement programs, projects, or specific functional areas of large complex programs; plans and conducts studies, surveys, training sessions, and investigations; administers program/project budget and procurement activities.
5. Researches and develops original reports, materials, presentations, and other documents; serves as technical subject matter expert; reviews materials prepared by others; makes presentations, as assigned.
6. As assigned, supervises transactional, investigatory, or processing operational activities performed by non-exempt staff; and assists with overall operational management of a work unit including the identification of business processes and opportunities for continuous improvement, drafting of operational policies and procedures, and measurement and analysis of performance indicators.
7. As assigned, serves as a lead worker, or supervises staff, volunteers, and/or contractors, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of managing and administering capital improvement and maintenance programs and projects
- Principles and practices of project and program management and administration
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations and written reports
- Principles and practices of modern budget administration, cost estimating, and procurement
- Supervisory principles, practices, and techniques, including employee development, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of conflict resolution and negotiation strategies
- Best practices, trends, and emerging technologies

- Applicable federal, state, and local laws, codes, and regulations
- Service delivery principles and practices
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Effectively manage and administer capital infrastructure and maintenance programs, projects, and activities
- Prioritize multiple competing work priorities and meeting deadlines
- Research and analyze data, formulate issues, and articulate recommendations
- Monitor and interpret operational data, regulatory and financial information, and statistics
- Administer budgets, estimating costs, and coordination of procurements, which may include negotiating contracts and coordination of FF&E installations
- Develop and prepare reports and presentations
- Recommend and implement policies and procedures
- Resolve conflict and facilitate consensus
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work, as assigned
- Interpret and apply applicable laws, codes, regulations, and standards
- Provide customer service
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Four (4) years of professional capital construction project management experience related to assignment.

A Bachelor's degree in civil engineering, construction management, architecture, or directly related field may substitute for one (1) year of the required experience.

A Master's degree in civil engineering, construction management, architecture, or directly related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of appointment:

- Project Management Certification
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.

May be required to function in one or more of the following: uneven terrain, construction sites, inclement weather, heavily populated clinic or program settings with ill or highly emotional clientele.



CAPITAL PROJECTS MANAGER

Bargaining Unit: MA Administrative Management

Class Code:
8182MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the second in a three-level **Capital Project Management Series** responsible for supervising and overseeing a unit involved in the project management of infrastructure and major maintenance projects. Work includes oversight of work product including adherence to design standards and regulations, strategic planning for project scheduling, budgeting, and leadership of staff.

The Capital Project Management series includes the following:

Capital Projects Administrator (8181MA)

Capital Projects Manager (8182MA)

Capital Projects Manager, Senior (8183MA)

CLASS CHARACTERISTICS:

Incumbents supervise construction projects/programs of varying sizes or smaller work units typically with supervisory authority over at least two (2) or more management-level staff. Decision-making includes using discretion for program decisions to achieve management objectives, with accompanying accountability for those decisions. An individual contributor who is a designated subject matter expert and who serves as a manager of a Countywide enterprise or highly technical and specialized function, without direct supervisory responsibilities may be assigned to this level.

As assigned, an incumbent supervises management and non-management level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Plans, coordinates, and evaluates capital infrastructure and maintenance programs and/or projects; develops short and long term strategies; identifies and prioritizes initiatives based upon organizational priorities; may serve as a decision maker for project financial and scope related issues; prepares and administers ongoing daily operations to comply with strategic goals, project schedules, and preferred outcomes; manages program planning and resource deployment; and ensures compliance with all policies, procedures, quality, and performance standards.

2. Researches, analyzes, develops, and reviews original reports, materials, presentations, and other documents; and develops and makes recommendations to higher-level staff.
3. Supervises professional, paraprofessional, and support level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
4. Establishes internal and external partnerships; coordinates with internal staff/agencies, vendors, the general public, and/or external agencies; serves as a liaison across internal departments/agencies; and convenes, facilitates, and/or attends meetings.
5. Manages procurement and budget for assigned program(s); monitors and approves inventory and procurement processes; prepares forecasts; prepares and reviews budget requests; researches and reviews funding opportunities; collects and analyzes financial information; and makes budgetary and financial recommendations to higher-level staff.
6. Ensures compliance with safety procedures and related practices, policies, regulations, and laws.
7. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of managing capital and maintenance programs
- Principles and practices of project management and program planning
- Principles and practices of modern business management
- Principles and practices of forecasting, budgeting, and fiscal management
- Principles and practices of resource planning and allocation
- Principles and practices of service delivery models
- Project and contract management principles
- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Best practices, trends and emerging technologies
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations

- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state, and local laws, codes, and regulations
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Manage and implement assigned capital improvement programs and/or projects
- Oversee adherence to quality assurance and standards
- Interpret, monitor, and report financial information and statistics
- Research industry trends, solutions, and best practices
- Compile and analyze data, formulate issues, and articulate recommendations
- Author and prepare original reports, content, documents, and presentations
- Recommend, develop, and implement policies and procedures
- Manage and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Facilitate groups and building consensus using persuasive reasoning
- Exercise political acumen, tact, and diplomacy
- Interpret and apply applicable laws, codes, regulations, and standards
- Provide customer service
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Capital Projects Administrator or its equivalent with the County of Orange.

Or

Five (5) years of professional engineering experience in work related to assignment such as managing long-range programs or large-scale infrastructure projects such as road, bridge, flood control facilities, and bikeways from the inception phase through the close-out phase; must include one (1) year of lead/supervisory experience.

A Bachelor's degree in civil engineering, construction management, architecture, or related field of study may substitute for one (1) year of the required experience.

A Master's degree in civil engineering, construction management, architecture, or directly related field of study may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of appointment:

- Project Management Certification
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.

May be required to function in one or more of the following: uneven terrain, construction sites, inclement weather, heavily populated clinic or program settings with ill or highly emotional clientele.



CAPITAL PROJECTS MANAGER, SENIOR

Bargaining Unit: MA Administrative Management

Class Code:
8183MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the third in a three-level **Capital Project Management Series** responsible for managing a major section or unit involved in the construction of infrastructure projects (i.e., roads, bridges, sidewalks, harbors, beaches, trails, flood control facilities); major maintenance and building tenant improvements including facility master-planning; and parks master-planning.

The Capital Project Management series includes the following:

Capital Projects Administrator (8181MA)

Capital Projects Manager (8182MA)

Capital Projects Manager, Senior (8183MA)

CLASS CHARACTERISTICS:

Incumbents oversee multiple highly complex capital project management operational functions and/or an organizational work unit exercising first-level (direct) supervision to multiple management level employees, indirect supervision to additional management and/or non-management level employees, and have responsibility for significant budget/funding levels. Decision-making includes establishing work unit objectives and goals, exercising considerable discretion in selecting the method to address a problem or issue, and fostering collaboration among and between the work units supervised as well with work units under the direction of others.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Provides operational and technical management and direction to staff including, but not limited, to one or more of the following areas: capital improvements, maintenance, tenant improvements, architecture, engineering, construction, land use, site planning, botany, infrastructure design, horticulture, geography, and soil sciences.

2. Troubleshoots and resolves program or work unit issues and keeps higher-level management informed of issues/resolution.
3. Develops, implements, and evaluates services and programs to ensure compliance with strategies and performance goals; determines appropriate project delivery methods; performs value engineering to optimize costs; manages work systems and processes; maintains and updates procedures, and ensures compliance; research trends and best practices; and recommends and implements changes.
4. Develops and administers work unit budgets and procurement processes; reviews and approves budget requests and transactions; negotiates and manages contracts; researches and analyzes financial information; makes resource management, prioritization, and allocation recommendations; and implements resource allocation decisions and assignments.
5. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains reports, land use entitlement reviews; permits, records, plans, and other documents; oversees the research and analysis of policy and related information; and makes recommendations to higher-level staff.
6. Oversees and conducts performance evaluations, employee development, hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff, as assigned.
7. Coordinates with the general public, internal staff/agencies, and/or external agencies; convenes, facilitates and attends meetings; and prepares and makes presentations to the public, elected officials, appointment boards, and other stakeholders.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of capital project and program management
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management
- Principles and practices of program planning and administration
- Principles and practices of service delivery models
- Principles and practices of strategic planning and performance measurement
- Principles and practices of group facilitation and building consensus
- Principles and practices of modern procurement contract negotiation and administration
- Best practices, trends, and emerging technologies

- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state, and local laws, codes, and regulations
- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Manage the operations of capital project services and programs
- Manage large-scale complex projects and/or initiatives, enterprise projects, and/or overseeing the management of multiple projects simultaneously
- Ensure ongoing compliance with strategic objectives and measuring performance; participating in the development of goals and strategic objectives
- Manage budgets and allocating resources
- Interpret, monitor, and report financial information and statistics
- Monitor and execute procurement activities for assigned work unit; and negotiating and administering contracts
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Research, recommend, and implement industry trends, solutions, and best practices
- Author and oversee the preparation of original reports, content, documents, and presentations
- Make presentations to stakeholders, elected officials, and County leadership
- Develop and implement policies and procedures
- Facilitate group discussions and build consensus using persuasive reasoning
- Exercise political acumen, tact, and diplomacy

- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Manage and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Provide customer service and resolving escalated issues
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Capital Projects Manager or its equivalent with the County of Orange.

Or

Five (5) years of professional engineering management experience in work related to assignment such as managing long-range programs or large-scale infrastructure projects such as road, bridge, flood control facilities, and bikeways from the inception phase through the close-out phase; must include two (2) years of lead/supervisory experience.

A Bachelor's degree in civil engineering, construction management, architecture, or related field may substitute for one (1) year of the required experience.

A Master's degree in civil engineering, construction management, architecture, or directly related field of study may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of appointment:

- Project Management Certification
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.

May be required to function in one or more of the following: uneven terrain, construction sites, inclement weather, heavily populated clinic or program settings with ill or highly emotional clientele.



COMMUNITY DEVELOPMENT ANALYST

Bargaining Unit: MA Admin Management

Class Code:
8185MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the first in a four-level **Community Development Management Series** responsible for program administration, coordination and analysis related to reporting and compliance, policy development, grant development and administration, workforce development programs, affordable housing and homeownership programs, and economic development administration.

The Community Development Management series includes the following:

Community Development Analyst (8185MA)

Community Development Manager (8186MA)

Community Development Manager, Senior (8187MA)

Community Development Deputy Director (8188MA)

CLASS CHARACTERISTICS:

An incumbent performs journey-level analysis, or assists with program administration or supervision, which may include providing training and work review to employees at the same level, or serving as a supervisor to one non-management employee, multiple contractors, or temporary staff who are assigned to assist with the work being performed. Decision-making includes selecting the method to address a problem or issue, making recommendations, and program administration, subject to the constraints established by management objectives and direction.

As assigned, an incumbent may serve as a lead worker, assigning work and monitoring work completion; or supervise staff, volunteers, and/or contractors. Supervision of staff includes conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Establishes research criteria, gathers information and/or leads the information gathering process for assigned community development program, analyzes information, and uses technical and analytical expertise to develop findings, provides recommendations to higher-level staff, and/or makes disposition determinations for program applications, when applicable.

2. Assists with the administration of complex programs, projects, or specific functional areas of large complex programs related, but not limited to: reporting and compliance, policy development, grant development and administration, workforce development, affordable housing and homeownership, and economic development; plans and conducts program evaluations, training sessions, and investigations; and/or assists with project or program budget administration and procurement activities.
3. Prepares contracts and related materials including master agreements, scopes of work, amendments, and other contract documentation; and monitors and reviews report findings and/or perform corrective actions pertaining to contract performance metrics.
4. Assists with and/or conducts budget and funding activities, including identifying funding sources, making funding requests, distributing and allocating funds, project underwriting, monitoring/tracking funds, funding review recommendations, and/or funding related policies and reporting.
5. Assists with the management of operational activities, including the identification of business processes and opportunities for continuous improvement, drafting of operational policies and procedures, and measurement and analysis of program metrics and performance indicators.
6. Researches and develops original reports, materials, agendas, grant proposals, presentations, and/or other documents; reviews materials prepared by others; and/or makes presentations, as assigned.
7. Responds to inquiries from vendors and establishes partnerships with developers, community partners, the general public, internal staff, and/or external agencies; troubleshoots program-related operational issues; and facilitates and/or attends meetings.
8. As assigned, serves as a lead worker, or supervises staff, volunteers, and/or contractors, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
9. Administers and ensures compliance with applicable regulations, policies, and procedures.
10. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of administering community development programs and projects, relevant to area of assignment
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations and written reports
- Principles and practices of modern budget administration and fund management
- Principles and practices of procurement, contract, and vendor management

- Supervisory principles, practices, and techniques including employee development, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of collaboration, conflict resolution, and negotiation strategies
- Best practices, trends, and emerging technologies relevant to area of assignment
- Applicable federal, state, and local laws, codes, regulations, and standards
- Principles and practices of service delivery models
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Administer community development programs, projects, and activities in assigned area of responsibility
- Prioritize multiple competing work priorities and meeting deadlines
- Research and analyze data, formulate solutions, and articulate recommendations
- Monitor and interpret operational data, regulatory and financial information, and statistics
- Administer budgets and fund management
- Administer and monitor procurements, contracts, negotiations, and managing vendors
- Develop and prepare reports and presentations
- Recommend and implement policies and procedures
- Resolve conflict, facilitate consensus, and build partnerships through collaboration
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work, as assigned
- Interpret and apply applicable laws, codes, regulations, and standards
- Provide customer service
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Three (3) years of professional experience in work related to assignment.

A bachelor's degree in public administration, business administration, urban planning, or related field may substitute for one (1) year of the required experience.

A master's degree or higher in public administration, business administration, urban planning, or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



COMMUNITY DEVELOPMENT MANAGER

Bargaining Unit: MA Admin Management

Class Code:
8186MA

COUNTY OF ORANGE

Established Date: 03/23/2023

DEFINITION:

This class is the second in a four-level **Community Development Management Series** responsible for supervising a community development unit involving one or more of the following: housing, including leasing and inspections, eligibility, continuum of care housing, and operational management; or managing community development programs such as Community Development Block Grant Program (CDBG) and The U.S. Department of Housing and Urban Development (HUD) reporting. Work involves unit and staff management as well as ensuring compliance with federal, state, and local requirements and regulations.

The Community Development Management series includes the following:

Community Development Analyst (8185MA)

Community Development Manager (8186MA)

Community Development Manager, Senior (8187MA)

Community Development Deputy Director (8188MA)

CLASS CHARACTERISTICS:

Incumbents supervise programs of varying sizes or work units typically with supervisory authority over at least two or more management-level staff. Decision-making includes using discretion for program decisions to achieve management objectives, with accompanying accountability for those decisions. An individual contributor who is a designated subject matter expert and who serves as a manager of a Countywide enterprise or highly technical and specialized function, without direct supervisory responsibilities may be assigned to this level.

As assigned, an incumbent supervises management and non-management level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Plans, coordinates, and evaluates housing and community development programs, projects, and services; manages and performs tasks related to housing eligibility requirements; oversees the performance of Orange County Housing Authority leasing and inspection activities; manages federally funded grant programs; prepares and administers ongoing daily operations to comply with strategic goals and preferred outcomes; manages program planning, work flows, and resource deployment; and/or ensures monitoring, reporting, and compliance with all policies, procedures, quality, and performance standards.
2. Responds to and troubleshoots escalated and/or complex inquiries from boards, government agencies, stakeholders, applicants, tenants and/or landlords/owners; establishes internal and external partnerships; coordinates with County staff, vendors, the general public, and/or external agencies; and/or convenes, facilitates, and/or attends meetings and trainings.
3. Manages funding and budgets for assigned program(s); approves fund and budget allocations; manages, monitors, and approves inventory, invoices, and procurement processes; prepares and reviews budget requests; researches and reviews funding opportunities; collects and analyzes financial information; and/or makes budgetary and financial recommendations to higher-level managers.
4. Researches, analyzes, develops, and reviews original reports, funding applications, repayment calculations, fraud recovery decisions, newsletters, materials, presentations, and/or other documents; and/or develops and makes recommendations to higher-level management.
5. Supervises professional, paraprofessional, and support level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
6. Monitors compliance with applicable regulations, policies, and procedures.
7. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of housing and community development operations and service delivery models
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management
- Principles and practices of project and program planning and administration
- Principles and practices of procurement and contract management
- Principles and practices of collaboration, conflict resolution and negotiation strategies

- Best practices, trends, and emerging technologies relevant to area of assignment
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Applicable federal, state, and local laws, codes, regulations, and standards
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Manage and implement housing and community development programs and projects
- Oversee adherence to quality assurance and standards
- Interpret, monitor, and report financial information and statistics
- Administer budgets and fund management
- Research industry trends, solutions, and best practices
- Compile and analyze data, formulate issues, and articulate recommendations
- Author and prepare original reports, content, documents, and presentations
- Recommend, develop, and implement policies and procedures
- Facilitate groups and build consensus using persuasive reasoning and collaboration
- Exercise political acumen, tact, and diplomacy
- Interpret and apply applicable laws, codes, regulations, and standards
- Provide customer service
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Two (2) years experience as a Community Development Analyst or its equivalent with the County of Orange.

Or

Five (5) years of professional experience in work related to assignment; must include one (1) year of lead/supervisory experience.

A Bachelor's degree in public administration, business administration, urban planning, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in public administration, business administration, urban planning, or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



COMMUNITY DEVELOPMENT MANAGER, SENIOR

Bargaining Unit: MA Admin Management

Class Code:
8187MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the third in a four-level **Community Development Management Series** responsible for managing the County's affordable housing, community development, and housing authority programs.

The Community Development Management series includes the following:

Community Development Analyst (8185MA)
Community Development Manager (8186MA)
Community Development Manager, Senior (8187MA)
Community Development Deputy Director (8188MA)

CLASS CHARACTERISTICS:

Incumbents oversee multiple highly complex housing and community development operational functions and/or an organizational work unit exercising first-level (direct) supervision to multiple management level employees, indirect supervision to additional management and/or non-management level employees, and have responsibility for significant budget/funding decisions. Decision-making includes establishing work unit objectives and goals, exercising considerable discretion in selecting the method to address problems or issues, and fostering collaboration among and between the work units supervised as well with work units under the direction of others.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Provides operational and technical management and direction to staff including, but not limited, to one or more of the following areas: affordable housing programs, community development programs, and /or funding sources and grants for housing and community development programs.

2. Troubleshoots and resolves program or work unit issues and keeps higher-level management informed of issues/resolution.
3. Develops, implements, and evaluates services and programs to ensure compliance with strategies and performance goals; manages work systems and processes; maintains and updates procedures, and ensures compliance; researches trends and best practices; and recommends and implements changes.
4. Develops and administers work unit budgets and procurement processes; reviews and approves budget requests and transactions; negotiates and manages contracts; researches and analyzes financial information; makes resource allocation recommendations; and implements resource allocation decisions.
5. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains grant applications, agendas, memos, contracts, reports, records, plans, and other documents; oversees the research and analysis of policy and related information; and/or makes recommendations to higher-level staff.
6. Oversees and conducts performance evaluations, employee development, hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff.
7. Coordinates with the general public, County staff, applicants, tenants, landlords/owners, and/or external agencies; convenes, facilitates, and attends meetings; and prepares and makes presentations to the public, elected officials, appointment boards, and/or other stakeholders.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of housing and community development administration
- Principles and practices of housing and community development funding and grant administration
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management
- Principles and practices of program planning and administration
- Principles and practices of service delivery models
- Principles and practices of project management

- Principles and practices of strategic planning and performance measurement
- Principles and practices of group facilitation and building consensus
- Principles and practices of modern procurement and contract negotiation and administration
- Best practices, trends, and emerging technologies
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state, and local laws, codes, regulations, and standards
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Manage the operations of affordable housing, community development, and housing authority services and programs
- Ensure ongoing compliance with strategic objectives and measuring performance; participating in the development of goals and strategic objectives
- Manage budgets, grants, and allocating resources
- Interpret, monitor, and report financial information and statistics
- Monitor and execute procurement activities for assigned work unit and negotiating and administering contracts
- Manage large-scale complex projects and/or initiatives, enterprise projects, and/or overseeing the management of multiple projects simultaneously
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Research, recommend, and implement industry trends, solutions, and best practices
- Author and oversee the preparation of original reports, grant proposals, content, documents, and presentations

- Make presentations to stakeholders, elected officials, and County leadership
- Develop and implement policies and procedures
- Facilitate group discussions and build consensus using persuasive reasoning
- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, tenants, landlords/owners, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Provide customer service and resolve escalated issues
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year of experience as a Community Development Manager or its equivalent with the County of Orange.

Or

Five (5) years of management experience in programs or work related to assignment; must include two (2) years of lead/supervisory experience.

A Bachelor's degree in public administration, business administration, urban planning, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in public administration, business administration, urban planning, or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



COMMUNITY DEVELOPMENT DEPUTY DIRECTOR

Bargaining Unit: MA Admin Management

Class Code:
8188MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the fourth in a four-level **Community Development Management Series** responsible for managing the County's affordable housing, community development, and housing authority programs.

The Community Development Management series includes the following:

Community Development Analyst (8185MA)
Community Development Manager (8186MA)
Community Development Manager, Senior (8187MA)
Community Development Deputy Director (8188MA)

CLASS CHARACTERISTICS:

An incumbent serves as a second level or higher supervisor and has middle management level responsibilities that include making broad policy decisions and recommendations to the department head or County executive team. Work includes making interpretive decisions on behalf of the organization regarding the means for executing the goals established by the relevant executives and governing body subject to constraints imposed by available technology and resources. Such interpretive decisions provide context for the work to be accomplished by subordinates supervised within the units managed. An incumbent typically reports to a Deputy Agency Director or an Agency Director.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Develops, implements, and evaluates services, programs, large-scale projects, and operations for the County's affordable housing, community development, and housing authority programs; confers with operational managers and provides program guidance; develops, plans, implements, and evaluates system-wide procedures, policies, strategies, and goals; maintains, updates, and ensures procedural compliance for programs and projects; and plans and implements process improvements.
2. Develops, reviews, monitors, administers and oversees budgets, strategic financial plans, and annual plans; oversees housing and community development procurement activities; reviews and approves budget requests and transactions; researches and analyzes financial information; makes resource allocation decisions and recommendations; and ensures adherence to budgetary and other applicable requirements, policies, and procedures.
3. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains agendas, memos, project application funding recommendations, reports, records, plans, contracts, and other documents; executes approved contracts, loans, and grant applications; coordinates the research and analysis of department-wide policy and related information; and makes recommendations to higher-level staff.
4. Coordinates with County officials and staff, boards, commissions, the public, and/or external agencies; develops partnerships; responds to inquiries, escalated complaints, and operational issues; and manages ongoing program operations and processes.
5. Oversees and conducts performance evaluations, employee development, hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff.
6. Convenes, facilitates and/or attends meetings, briefings, and presentations with internal departments, commissions, Boards, and/or other external stakeholders; and prepares and makes presentations.
7. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of housing and community development administration
- Principles and practices of housing and community development funding and grant administration
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management including fund accounting, cash flow, and fair market rents

- Principles and practices of program planning and administration
- Principles and practices of service delivery models
- Principles and practices of group facilitation and building consensus
- Project and contract management principles
- Best practices, trends, and emerging technologies
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state, and local laws, codes, regulations, and standards
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Plan and manage housing and community development services including affordable housing, community development, and housing authority programs; assessing funding requirements and resources necessary to apply for and implement grant programs
- Identify strategic objectives, ensuring ongoing compliance, and measuring performance
- Manage budgets and allocating resources to achieve strategic objectives
- Interpret, monitor, and report financial information and statistics
- Monitor and direct procurement activities for housing and community development programs
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Review research and implementing industry trends, solutions, and best practices
- Author and oversee the preparation of original reports, content, documents, and presentations
- Make presentations to stakeholders, elected officials, and County leadership

- Develop and implement policies and procedures
- Facilitate group discussions and build consensus using persuasive reasoning
- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Provide customer service and resolving escalated issues
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Two (2) years experience as a Community Development Manager, Senior level or its equivalent with the County of Orange.

Or

Six (6) years of management experience in work related to assignment; must include two (2) years of supervisory experience.

A Bachelor's degree in public administration, business administration, urban planning, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in public administration, business administration, urban planning, or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



CRIME LAB MANAGER

Bargaining Unit: MA Administrative Management

Class Code:
8224MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the first in a three-level **Crime Lab Management Series** responsible for assisting with managing crime laboratory and/or forensics operations.

The Crime Lab Management series includes the following:

Crime Lab Manager (8224MA)

Crime Lab Manager, Senior (8225MA)

Crime Lab Deputy Director (8226MA)

CLASS CHARACTERISTICS:

Incumbents supervise programs of varying sizes or smaller forensic units typically with supervisory authority over at least two (2) or more management-level staff. Decision-making includes using discretion for program decisions to achieve management objectives, with accompanying accountability for those decisions. An individual contributor who is a designated subject matter expert and who serves as a manager of a Countywide enterprise or highly technical and specialized function without direct supervisory responsibilities may be assigned to this level.

As assigned, an incumbent supervises management or exempt staff and non-management level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Plans, coordinates, and evaluates forensic programs and/or projects related, but not limited, to crime laboratory operations; identification bureau and evidence control services.
2. Researches information on new developments in assigned field; plans and implements process improvement operations; and ensures compliance with laboratory operations quality standards, animal care and control policies, and applicable regulatory policies, procedures, and requirements.

3. Researches, analyzes, develops, and reviews original reports, case materials, grant applications, scope of work documents, presentations, plans, contracts, and other documents; and develops and makes recommendations to higher-level staff.
4. Manages procurement and budget operations for assigned forensic program(s); monitors and approves inventory and procurement processes; prepares and reviews budget requests; researches and reviews grant funding opportunities; manages budget and grant funds; collects and analyzes financial information; and makes budgetary and financial recommendations to higher-level staff.
5. Establishes partnerships; coordinates with County staff, vendors, the general public, law enforcement agencies, and/or other external agencies; and convenes, facilitates, and/or attends meetings and briefing sessions.
6. Supervises professional, paraprofessional, and support level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
7. Ensures a healthy and safe work environment; and ensures compliance with applicable regulations, policies, and procedures.
8. Performs other duties of a similar nature and level.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of forensic services areas related, but not limited, to crime laboratory operations and identification bureau and evidence control services
- Principles and practices of forensic science, including practices related to forensic alcohol analysis, toxicology, controlled substance, DNA, firearms, trace, and crime scene investigations
- Principles and practices of laboratory safety and accreditation processes and requirements
- Principles and practices of crime laboratory and equipment planning, evaluation, and assessment
- Principles and practices of budgeting and fiscal management
- Principles and practices of pre- and post-award grant management
- Principles and practices of public safety program planning and administration
- Principles and practices of service delivery models
- Project and contract management principles
- Principles and techniques of effective oral presentations

- Applicable federal, state and local laws, codes, regulations, and standards
- Supervisory principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Manage and implement assigned forensic programs or projects
- Implement forensics science principles and practices in the analysis of evidence
- Oversee adherence to quality assurance and safety standards
- Interpret, monitor, and report financial information and statistics
- Research fund opportunities and manage grants
- Research industry trends, solutions, and best practices
- Compile and analyze data, formulating issues, and articulate recommendations
- Author and prepare original reports, content, documents, and presentations
- Recommend, develop, and implement policies and procedures
- Exercise political acumen, tact, and diplomacy
- Interpret and apply applicable laws, codes, regulations, and standards
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Provide customer service
- Utilizing a computer and relevant software applications
- Utilizing communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Five (5) years of professional forensics experience related to assignment; must include one (1) year of lead/supervisory experience.

A Bachelor's degree in criminal justice, forensic science, chemistry, biochemistry, or closely related scientific field involving chemical analysis may substitute for one (1) year of the required experience.

A Master's degree or higher in criminal justice, forensic science, chemistry, biochemistry, or closely related scientific field involving chemical analysis may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



CRIME LAB MANAGER, SENIOR

Bargaining Unit: MA Administrative Management

Class Code:
8225MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the second in a three-level **Crime Lab Management Series** devoted to managing a major unit related to forensics.

The Crime Lab Management series includes the following:

Crime Lab Manager (8224MA)

Crime Lab Manager, Senior (8225MA)

Crime Lab Deputy Director (8226MA)

CLASS CHARACTERISTICS:

Incumbents oversee multiple highly complex forensics operational functions and/or an organizational work unit exercising first-level (direct) supervision to management level and/or technical supervisory management employees, indirect supervision to professional non-management level employees, and have responsibility for significant budget/funding levels. Decision-making includes establishing work unit objectives and goals, exercising considerable discretion in selecting the method to address a problem or issue, and fostering collaboration among and between the work units supervised as well with work units under the direction of others.

An incumbent oversees the supervision of management and/or non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Provides operational and technical management and direction to staff including, but not limited, to one or more of the following areas: crime laboratory operations and forensics services.
2. Troubleshoots and resolves program or work unit issues and keeps higher-level management informed of issues/resolution.

3. Develops, implements, and evaluates assigned forensic services and programs to ensure compliance with strategies and performance goals; manages large-scale projects and programs; manages work systems and processes; maintains and updates procedures, and ensures compliance; researches trends and best practices; and recommends and implements changes.
4. Develops and administers work unit budgets and procurement processes; reviews and approves budget requests and transactions; negotiates and manages contracts; researches and analyzes financial information; makes resource allocation recommendations; and implements resource allocation decisions.
5. Oversees and conducts performance evaluations, employee development, and hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff.
6. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains reports, records, plans, contracts, and other documents; oversees the research and analysis of policy and related information; and makes recommendations to higher-level staff.
7. Coordinates with the general public, internal staff, and/or external agencies; convenes, facilitates, and attends meetings; and prepares and makes presentations to the public, elected officials, appointment boards, and other stakeholders.
8. Performs other duties of a similar nature and level.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of forensic services areas related, but not limited, to crime laboratory operations and identification bureau and evidence control services
- As relevant to assignment, principles and practices of laboratory science, criminal justice, or biological science
- Principles and practices of public safety program planning and administration
- Principles and practices of service delivery models
- Principles and practices of project management
- Principles and practices of strategic planning and performance measurement
- Principles and practices of group facilitation and building consensus
- Principles and practices of modern procurement, and contract negotiation and administration
- Best practices, trends, and emerging technologies

- Supervisory principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and techniques of effective oral presentations
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state, and local laws, codes, regulations, and standards
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Manage and implement assigned forensic programs or projects
- Ensure ongoing compliance with strategic objectives, measuring performance, and participate in the development of goals and strategic objectives
- Manage budgets and allocating resources
- Interpret, monitor, and report financial information and statistics
- Monitor and execute procurement activities for assigned work unit; and negotiate and administer contracts
- Manage large-scale complex projects and/or initiatives, enterprise projects, and/or oversee the management of multiple projects simultaneously
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Research, recommend, and implement industry trends, solutions, and best practices
- Author and oversee the preparation of original reports, content, documents, and presentations
- Make presentations to stakeholders, elected officials, and County leadership
- Develop and implement policies and procedures
- Facilitate group discussions and build consensus use persuasive reasoning
- Exercise political acumen, tact, and diplomacy
- Supervise and evaluate staff performance, train, coach, coordinate deadlines, prioritize work demands, and assign/monitor work
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership

- Interpret and apply applicable laws, codes, regulations, and standards
- Provide customer service and resolving escalated issues
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Crime Lab Manager or its equivalent with the County of Orange.

Or

Five (5) years of professional forensics experience related to assignment; must include two (2) years of lead/supervisory experience.

And

A Bachelor's degree in criminal justice, forensic science, chemistry, biochemistry, or closely related scientific field.

A Master's degree or higher in criminal justice, forensic science, chemistry, biochemistry, or closely related scientific field involving chemical analysis may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the Sheriff-Coroner.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



CRIME LAB DEPUTY DIRECTOR

Bargaining Unit: MA Administrative Management

Class Code:
8226MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the third in a three-level **Crime Lab Management Series** devoted to managing a crime laboratory and/or forensics operations or forensics division.

The Crime Lab Management series includes the following:

Crime Lab Manager (8224MA)

Crime Lab Manager, Senior (8225MA)

Crime Lab Deputy Director (8226MA)

CLASS CHARACTERISTICS:

The incumbent serves as a second level or higher supervisor over forensics operations and has middle management level responsibilities that include making broad policy decisions and recommendations to the department head or County executive team. Work includes making interpretive decisions on behalf of the organization regarding the means for executing the goals established by the relevant executives and governing body subject to constraints imposed by available technology and resources. Such interpretive decisions provide context for the work to be accomplished by subordinates supervised within the units managed. The incumbent reports to an executive-level management or equivalent.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Develops, implements, and evaluates services, programs, large-scale projects, and operations related to crime laboratory operations; identification bureau and evidence control services.
2. Develops, administers and oversees budgets; oversees procurement activities; reviews and approves budget requests and transactions; researches and analyzes financial information; makes resource allocation decisions and recommendations; and ensures adherence to budgetary and other applicable requirements, policies, and procedures.

3. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains reports, records, plans, contracts, division manuals, and other documents; coordinates the research and analysis of department-wide policy and related information; and makes recommendations to higher-level staff.
4. Oversees and conducts performance evaluations, employee development, hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff, as assigned.
5. Coordinates with County officials, labor unions, the public, internal staff, departments, and/or external agencies; develops partnerships; responds to escalated complaints and operational issues; and manages ongoing program operations and processes.
6. Convenes, facilitates and/or attends meetings, briefings, and presentations with County departments, commissions, Boards, law enforcement, emergency services, and/or other external stakeholders; and prepares and makes presentations.
7. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of forensics services
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management including fund accounting
- Principles and practices of criminal investigation service delivery models
- Principles and practices of group facilitation and building consensus
- Project and contract management principles
- Best practices, trends, and emerging technologies
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state, and local laws, codes, and regulations (based on assignment)
- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work

- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Plan and manage assigned forensic programs
- Identify strategic objectives, ensure ongoing compliance and measure performance
- Manage budgets and allocating resources to achieve strategic objectives
- Interpret, monitor, and report financial information and statistics
- Monitor and direct procurement activities
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Review research and implement industry trends, solutions, and best practices
- Author and oversee the preparation of original reports, content, documents, and presentations
- Make presentations to stakeholders, elected officials, and County leadership
- Facilitate group discussions and build consensus using persuasive reasoning
- Exercising political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public and internal leadership
- Manage and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Two (2) years experience as a Crime Lab Manager, Senior or its equivalent with the County of Orange.

Or

Six (6) years of professional forensics experience in work related to assignments; must include two (2) years of supervisory experience.

A Bachelor's degree in criminal justice, forensic science, chemistry, biochemistry, or closely related scientific field involving chemical analysis may substitute for one (1) year of the required experience.

A Master's degree or higher in criminal justice, forensic science, chemistry, biochemistry, or closely related scientific field involving chemical analysis may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

- State of California Peace Officer under 832 Penal Code A and B
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



CRIMINAL JUSTICE ANALYST

Bargaining Unit: MA Administrative Management

Class Code:
8190MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the first in a five-level **Criminal Justice Management Series** responsible for researching, analyzing, and developing criminal justice policies and/or assisting with the administration of criminal justice programs such as community corrections.

The Criminal Justice Management series includes the following:

Criminal Justice Analyst (8190MA)

Criminal Justice Administrator (8191MA)

Criminal Justice Manager (8192MA, 8192MP)

Criminal Justice Manager, Senior (8193MA, 8193MP, 8193MT)

Criminal Justice Deputy Director (8194MA, 8194MP, 8194MT)

CLASS CHARACTERISTICS:

An incumbent performs journey-level analysis or assists with criminal justice program administration work without responsibility for staff supervision. Decision-making includes selecting the method to address a problem or issue, subject to the constraints established by management objectives and direction, and making recommendations for management objectives and program administration.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Establishes research criteria, researches and analyzes criminal justice information, and develops findings and draft recommendations for higher-level staff.
2. Assists with the administration of less complex criminal justice programs, projects, or specific functional areas of large, complex criminal justice programs; troubleshoots program-related operational issues; and assists with preparing and administering assigned program budgets, including monitoring and analyzing financial information.
3. Coordinates and/or attends meetings with, and serves as a liaison to, program stakeholders, including County staff and/or external agencies; develops and makes presentations.

4. Researches and develops original reports, materials, and other documents; reviews materials prepared by others.
5. Assists with the management of operational activities including the identification of business processes and opportunities for continuous improvement, drafting of operational policies and procedures, and measurement and analysis of performance indicators.
6. Administers and ensures compliance with applicable regulations, policies, and procedures.
7. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of criminal justice in area of assignment
- Principles and methods of qualitative and quantitative research
- Principles and practices of criminal justice project and program administration
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations and written reports
- Best practices, trends, and emerging technologies
- Applicable federal, state, and local laws, codes, and regulations (based on assignment)
- Principles and practices of service delivery models
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Research and analyze data, formulate issues, and articulate recommendations
- Monitor and interpret operational data, regulatory and financial information, and statistics
- Effectively administer criminal justice programs and related assignments
- Develop and prepare reports and presentations
- Recommend and implement policies and procedures

- Prioritize multiple compete work priorities and meet deadlines
- Resolve conflict and facilitate consensus
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Three (3) years of professional criminal justice experience related to assignment.

A Bachelor's degree in criminal justice, business or public administration, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in criminal justice, business or public administration, or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



CRIMINAL JUSTICE ADMINISTRATOR

Bargaining Unit: MA Administrative Management

Class Code:
8191MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the second in a five-level **Criminal Justice Management Series** responsible for supervising various services related to adult and juvenile detention activities including inmate records, inmate services, commissary, and food services; coordinating operations for alternative detention programs such as supervised release and associated Global Positioning System (GPS) monitoring, and community corrections, and supervising criminal justice administrative support programs.

The Criminal Justice Management series includes the following:

Criminal Justice Analyst (8190MA)

Criminal Justice Administrator (8191MA)

Criminal Justice Manager (8192MA, 8192MP)

Criminal Justice Manager, Senior (8193MA, 8193MP, 8193MT)

Criminal Justice Deputy Director (8194MA, 8194MP, 8194MT)

CLASS CHARACTERISTICS:

An incumbent performs advanced journey-level analytical and/or criminal justice program administration work, which includes performing the most complex individual contributor work assignments or supervising a smaller program/function. Incumbents may supervise multiple staff engaged in non-management work, provide training and work review for same level management staff, or supervise one (1) management level staff assigned to help support and coordinate the program and/or work unit. Decision-making includes providing input into management objectives and selecting the method to address a problem or issue, subject to the constraints established by management objectives and direction.

As assigned, an incumbent may serve as a lead worker, assigning work and monitoring work completion, or supervise staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Establishes research criteria, gathers and analyzes assigned criminal justice program information, and/or leads the information gathering process; uses technical and analytical expertise to develop findings and provide recommendations to higher-level staff.
2. Administers smaller, less complex criminal justice programs and projects related, but not limited, to records management, commissary services, warehousing and distribution, food services, GPS monitoring, and corrections and inmate reentry, or specific functional areas of large complex programs; troubleshoots program-related operational issues; and administers program/project budget and procurement activities.
3. As assigned, supervises transactional or processing operational activities performed by non-exempt staff; assists with overall operational management of a work unit including the identification of business processes and opportunities for continuous improvement, drafting of operational policies and procedures, and measurement and analysis of performance indicators.
4. Researches and develops original reports, materials, and other documents; serves as a technical subject matter expert; updates program manuals based on revised legislation, rules and laws; reviews records and other materials prepared by others; and develops and makes presentations, as assigned.
5. Coordinates, facilitates, and/or attends meetings.
6. Administers and ensures compliance with applicable regulations, policies, and procedures.
7. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of criminal justice operations including (but not limited to) inmate services, records management, commissary services, warehousing and distribution, food service and production, GPS monitoring, and community corrections
- Principles and practices of criminal justice project and program administration
- Principles and techniques of effective oral presentations and written reports
- Supervisory principles, practices and techniques, including employee development, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of conflict resolution and negotiation strategies
- Best practices, trends, and emerging technologies
- Applicable federal, state, and local laws, codes, and regulations (based on assignment)
- Principles and practices of service delivery models

- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Effectively administer criminal justice records management, commissary services, warehousing and distribution, food service, community corrections, and GPS system monitoring programs
- Prioritize multiple compete work priorities and meet deadlines
- Research and analyze data, formulate issues, and articulate recommendations
- Recommend and implement policies and procedures
- Resolve conflict and facilitate consensus
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work, as assigned
- Interpret and apply applicable laws, codes, regulations and standards (based on assignment)
- Provide customer service
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Criminal Justice Analyst or its equivalent with the County of Orange.

Or

Four (4) years of professional criminal justice experience related to assignment.

A Bachelor's degree in criminal justice, business or public administration, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in criminal justice, business or public administration, or related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of application/date of appointment:

- ServSafe Food Manager Certification, National Restaurant Association Food Service Management Professional Certification, or an equivalent professional food service management certification
- GPS Technician certification
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



COUNTY OF ORANGE

Established Date: 03/10/2023

CRIMINAL JUSTICE MANAGER

Bargaining Unit: MA Administrative Management
MP Probation Admin Mgmt (Safety)

Class Code:
8192MA
8192MP

DEFINITION:

This class is the third in a five-level **Criminal Justice Management Series** responsible managing smaller law enforcement/public safety support functions such as, safety and loss prevention, injury and illness prevention programs, defensive arming programs, quality improvement initiatives, legislative analysis, court-ordered treatment programs, criminal justice projects; and/or supervising adult detention support operations such as payroll, cashiering, and supply detail.

The Criminal Justice Management series includes the following:

Criminal Justice Analyst (8190MA)
Criminal Justice Administrator (8191MA)
Criminal Justice Manager (8192MA, 8192MP)
Criminal Justice Manager, Senior (8193MA, 8193MP, 8193MT)
Criminal Justice Deputy Director (8194MA, 8194MP, 8194MT)

CLASS CHARACTERISTICS:

Incumbents typically supervise at least two (2) or more exempt or management staff and may manage multiple small criminal justice programs or a single large work unit or program. Decision-making includes using discretion for program decisions to achieve management objectives, with accompanying accountability for those decisions. An individual contributor who is a designated subject matter expert and who serves as a manager of a Countywide enterprise or highly technical and specialized function, without direct supervisory responsibilities may be assigned to this level.

As assigned, an incumbent supervises management or exempt staff and non-management level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Plans, coordinates, and evaluates court-ordered and other department programs, and/or projects related but not limited to records management, safety and loss prevention, quality improvement, victim services, payroll, supply detail, and cashiering.

2. Prepares and administers ongoing daily operations to comply with strategic goals and preferred outcomes; manages program planning and resource deployment; ensures compliance with all policies, procedures, and quality and performance standards.
3. Researches, analyzes, develops, and reviews original reports, plans, materials, operational manuals, and other documents; develops and makes recommendations to higher-level staff; and reviews reports and other materials prepared by staff.
4. Manages procurement and budget for assigned program(s); monitors and approves inventory and procurement processes; prepares and reviews budget requests; researches and reviews funding opportunities; collects and analyzes financial information; and makes budgetary and financial recommendations to higher-level staff.
5. Supervises professional, paraprofessional, and support level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
6. Ensures a healthy and safe work environment; and ensures compliance with applicable regulations, policies, and procedures.
7. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of criminal justice correctional/detention operations including, but not limited to, records management, safety and loss prevention, firearms operation and safety, quality improvement, victim services, payroll and accounting, supply detail, and cashiering
- Principles and practices of modern business management
- Principles and practices of criminal justice program planning and administration
- Principles and practices of service delivery models
- Project and contract management principles
- Principles and practices of grant management
- Best practices, trends, and emerging technologies
- Applicable federal, state, and local laws, codes, and regulations (based on assignment)
- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles in providing customer service

- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Manage and implement assigned criminal justice, or correctional facility operations, programs or projects
- Oversee adherence to quality assurance and standards
- Manage budgets, grants, and contracts
- Research industry trends, solutions, and best practices
- Compile and analyze data, formulate issues, and articulate recommendations
- Recommend, develop, and implement policies and procedures
- Facilitate groups and build consensus using persuasive reasoning
- Interpret and apply applicable laws, codes, regulations, and standards (based on assignment)
- Manage and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands and assigning/monitoring work
- Provide customer service
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills as applied to interaction with coworkers, supervisors, the general public and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Criminal Justice Administrator or its equivalent with the County of Orange.

Or

Five (5) years of professional criminal justice experience related to assignment; must include one (1) year of lead/supervisory experience.

A Bachelor's degree in criminal justice, business or public administration, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in criminal justice, business or public administration, or related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of application/date of appointment:

- State of California Peace Officer under 832 Penal Code A and B
- Juvenile Counselor Core Course Certification
- Basic Probation Officer Training Certification
- First Aid and CPR Certifications
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



COUNTY OF ORANGE

Established Date: 03/10/2023

CRIMINAL JUSTICE MANAGER, SENIOR

Bargaining Unit: MA Administrative Management
MP Probation Admin Mgmt (Safety)
MT Deputy Coroner Management

Class Code:

8193MA

8193MP

8193MT

DEFINITION:

This class is the fourth in a five-level **Criminal Justice Management Series** responsible for managing multiple teams or units engaged in one or more of the following: serving as a senior manager over a large operational unit in the Probation Division, which includes supervising a large number of sworn personnel serving as adult or juvenile probation officers or as court personnel; overseeing a comprehensive training unit comprising sworn officers and management staff; managing multiple corrections operations for the Inmate Services Division of the Sheriff's Department, or managing and providing administrative direction for multiple coroner and crime lab operations for the Coroner Division of the Sheriff's Department.

The Criminal Justice Management series includes the following:

Criminal Justice Analyst (8190MA)

Criminal Justice Administrator (8191MA)

Criminal Justice Manager (8192MA, 8192MP)

Criminal Justice Manager, Senior (8193MA, 8193MP, 8193MT)

Criminal Justice Deputy Director (8194MA, 8194MP, 8194MT)

CLASS CHARACTERISTICS:

Incumbents oversee multiple, highly complex criminal justice operational functions and provide first-level (direct) supervision to multiple management level employees, indirect supervision to additional management and/or non-management level employees, and have responsibility for significant budget/funding levels. Decision-making includes establishing work unit objectives and goals, exercising considerable discretion in selecting the method to address a problem or issue, and fostering collaboration among and between the work units supervised as well with work units under the direction of others.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Provides operational and technical management and direction to staff including, but not limited, to one or more of the following areas: adult and juvenile probation, court services, inmate records, safety and crisis management, criminal intelligence and information, payroll and cashiering, correctional facility management, coroner division, and food and commissary operations.
2. Troubleshoots and resolves program or work unit issues and keeps higher-level management informed of issues/resolution.
3. Develops, implements, and evaluates probation, payroll, and/or detention facility food and commissary services, coroner investigations and operations, criminal intelligence, and programs to ensure compliance with legal requirements, mandated investigations, and performance goals; manages operational systems and processes; maintains and updates procedures, and ensures compliance; researches trends and best practices; and recommends and implements changes.
4. Develops and administers work unit budgets and procurement processes; reviews and approves budget requests and transactions; negotiates and manages contracts; researches and analyzes financial information; makes resource allocation recommendations; and implements resource allocation decisions.
5. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains reports, records, evidence, plans, division manuals, memos, other documents, and correspondence; oversees the research and analysis of policy and related information; and makes recommendations to higher-level staff.
6. Oversees and conducts performance evaluations, employee development, hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff.
7. Communicates with the general public, County staff, and/or external agencies; convenes, facilitates and attends meetings; and prepares and makes presentations to the public, elected officials, appointed boards, and other stakeholders.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of criminal justice operations including, but not limited to, adult and juvenile probation, training programs for sworn personnel, coroner and forensics, court administration, safety, payroll, and/or food/commissary services
- Principles and practices of modern business management
- Principles and practices of program planning and administration

- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of service delivery models
- Principles and practices of project management
- Principles and practices of strategic planning and performance measurement
- Principles and practices of group facilitation and building consensus
- Principles and practices of modern procurement and contract negotiation and administration
- Best practices, trends, and emerging technologies
- Principles and techniques of effective oral presentations
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state, and local laws, codes, and regulations (based on assignment)
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Manage operations of adult and juvenile probation, sworn training programs, coroner and forensics, court, payroll, and detention facility support operations such as food and commissary services
- Ensure ongoing compliance with strategic objectives; measuring performance; participating in the development of goals and strategic plans
- Manage budgets and allocate resources
- Interpret, monitor, and report financial information and statistics
- Monitor and execute procurement activities for assigned work unit; and negotiating and administering contracts
- Manage large-scale complex projects and/or initiatives, enterprise projects, and/or overseeing the management of multiple projects simultaneously
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Research, recommend, and implement industry trends, solutions, and best practices

- Author and oversee the preparation of original reports, content, documents, and presentations
- Make presentations to stakeholders, elected officials, and County leadership
- Develop and implement policies and procedures
- Facilitate group discussions and build consensus using persuasive reasoning
- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Manage and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Provide customer service and resolve escalated issues
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Criminal Justice Manager or its equivalent with the County of Orange.

Or

Five (5) years of professional criminal justice operational experience related to assignment; must include two (2) years of lead/supervisory experience.

A Bachelor's degree in criminal justice, business or public administration, biological sciences, or related area may substitute for one (1) year of the required experience.

A Master's degree or higher in criminal justice, business or public administration, biological sciences, or related area may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of appointment:

- State of California Peace Officer under 832 Penal Code A and B
- Juvenile Counselor Core Course Certification
- Basic Probation Officer Training Certification
- First Aid and CPR Certifications

- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



COUNTY OF ORANGE

Established Date: 03/10/2023

CRIMINAL JUSTICE DEPUTY DIRECTOR

Bargaining Unit: MA Administrative Management
MP Probation Admin Mgmt (Safety)
MT Deputy Coroner Management

Class Code:
8194MA
8194MP
8194MT

DEFINITION:

This class is the fifth in a five-level **Criminal Justice Management Series** devoted to managing a criminal justice division that provides criminal investigations, coroner investigations, public safety, adult and juvenile probation, support services for juvenile and adult detention, criminal intelligence, court services, alternative release programs, treatment programs, and oversight of criminal justice professional standards.

The Criminal Justice Management series includes the following:

Criminal Justice Analyst (8190MA)
Criminal Justice Administrator (8191MA)
Criminal Justice Manager (8192MA, 8192MP)
Criminal Justice Manager, Senior (8193MA, 8193MP, 8193MT)
Criminal Justice Deputy Director (8194MA, 8194MP, 8194MT)

CLASS CHARACTERISTICS:

An incumbent serves as a second level or higher supervisor over criminal justice operations and has middle management level responsibilities that include making broad policy decisions and recommendations to the department head or County executive team. Work includes making interpretive decisions on behalf of the organization regarding the means for executing the goals established by the relevant executives and governing body subject to constraints imposed by available technology and resources. Such interpretive decisions provide context for the work to be accomplished by subordinates supervised within the units managed. An incumbent reports to an Agency Director or a Deputy Agency Director.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Develops, implements, and evaluates services, programs, large-scale projects, and operations related, but not limited, to adult and juvenile probation, court services, coroner division, correctional facility management, field supervision, criminal intelligence, professional standards, and safety and crisis management services; plans and evaluates system-wide procedures, policies, strategies, and goals; maintains, updates, and ensures procedural compliance for programs and projects; and plans and implements process improvements.
2. Develops, administers and oversees budgets; oversees procurement activities; reviews and approves budget requests and transactions; researches and analyzes financial information; makes resource allocation decisions and recommendations; and ensures adherence to budgetary and other applicable requirements, policies, and procedures.
3. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains reports, records, plans, contracts, division manuals, and other documents; coordinates the research and analysis of department-wide policy and related information; and makes recommendations to higher-level staff.
4. Oversees and conducts performance evaluations, employee development, hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff, as assigned.
5. Coordinates with County officials, labor unions, the public, internal staff, departments, and/or external agencies; develops partnerships; responds to escalated complaints and operational issues; and manages ongoing program operations and processes.
6. Convenes, facilitates and/or attends meetings, briefings, and presentations with County departments, commissions, Boards, law enforcement, emergency services, and/or other external stakeholders; and prepares and makes presentations.
7. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of criminal justice system administration
- Principles and practices of criminal justice operational management for adult and juvenile probation, court services, coroner and crime lab operations, criminal intelligence and information, correctional facility administration, professional standards, and safety and crisis management services
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management including fund accounting
- Principles and practices of criminal justice service delivery models
- Principles and practices of group facilitation and building consensus

- Project and contract management principles
- Best practices, trends, and emerging technologies
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state, and local laws, codes, and regulations (based on assignment)
- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Plan and manage assigned criminal justice services and programs
- Identify strategic objectives, ensure ongoing compliance and measure performance
- Manage budgets and allocating resources to achieve strategic objectives
- Interpret, monitor, and report financial information and statistics
- Monitor and direct procurement activities
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Review research and implement industry trends, solutions, and best practices
- Author and oversee the preparation of original reports, content, documents, and presentations
- Make presentations to stakeholders, elected officials, and County leadership
- Facilitate group discussions and build consensus using persuasive reasoning
- Exercising political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public and internal leadership

- Manage and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Two (2) years experience as a Criminal Justice Manager, Senior or its equivalent with the County of Orange.

Or

Six (6) years of criminal justice management experience related to assignment; must include two (2) years of supervisory experience.

A Bachelor's degree in criminal justice, business or public administration, biological sciences, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in criminal justice, business or public administration, biological sciences, or related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of appointment:

- State of California Peace Officer under 832 Penal Code (a) and (b)
- Basic/Deputy Probation Officer Core Certification
- Basic/Deputy Juvenile Correctional Officer Core Certification
- Prison Rape Elimination Act Training Certification
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



DEVELOPMENT SERVICES ADMINISTRATOR

Bargaining Unit: MA Administrative Management

Class Code:
8196MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the first in a four-level **Development Services Management Series** responsible for administering the County's land development regulations including the coordination of infrastructure agreements for flood control, coordinating land development entitlement issues, or supervising the code enforcement regulatory function.

The Development Services Management series includes the following:

Development Services Administrator (8196MA)
Development Services Manager (8197MA)
Development Services Manager, Senior (8198MA)
Development Services Deputy Director (8199MA)

CLASS CHARACTERISTICS:

An incumbent performs advanced journey-level land development analytical work and/or planning program administration, which includes performing the most complex individual contributor work assignments or supervision of a smaller program/function. Incumbents may supervise multiple staff engaged in non-management work, provide training and work review for same level management staff, or supervise one (1) management level staff assigned to help support and coordinate the program and/or work unit. Decision-making includes providing input into management objectives and selecting the method to address a problem or issue, subject to the constraints established by management objectives and direction.

As assigned, an incumbent may serve as a lead worker, assigning work and monitoring work completion; or supervise staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Establishes research criteria, gathers land development-related information and/or leads the information gathering process, analyzes information, and uses technical and analytical expertise to develop findings and provide recommendations to higher-level staff.

2. Administers smaller, less complex programs, projects, or specific functional areas of large complex programs that may include, but not be limited to, code enforcement, land use planning, development entitlements, flood/infrastructure agreements, permitting and inspections; plans and conducts investigations; ensures compliance with applicable contract, permit, and regulatory requirements, policies, and procedures; and administers program/project budget and procurement activities.
3. Researches, develops, and/or reviews original reports, proposals, plans, applications, maps, and other materials and documents; negotiates and prepares contracts and agreements; serves as a technical subject matter expert; and makes presentations, as assigned.
4. Responds to inquiries and requests from vendors, the general public, internal staff, and/or external agencies; troubleshoots program-related operational issues; and facilitates and/or attends meetings.
5. As assigned, supervises transactional and investigatory activities performed by non-exempt staff; and assists with overall operational management of a work unit including the identification of business processes and opportunities for continuous improvement, drafting of operational policies and procedures, and measurement and analysis of performance indicators.
6. As assigned, serves as a lead worker or supervises staff, volunteers and/or contractors, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
7. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of regulatory enforcement such as code enforcement, permitting, and inspections
- Principles and practices of land use planning and development and open space preservation
- Principles and practices of developing, negotiating and administering inter-governmental agreements
- Principles and practices of land use development entitlement, encroachment and the development and construction permit process
- Principles and practices of program administration
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations and written reports
- Principles and practices of event planning
- Principles and practices of modern budget administration and procurement

- Supervisory principles, practices, and techniques, including employee development, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of conflict resolution and negotiation strategies
- Best practices, trends, and emerging technologies
- Applicable federal, state, and local laws, codes, regulations (based on assignment)
- Principles and practices of service delivery models
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Effectively perform land use planning and administer related development programs and projects
- Effectively administer regulatory programs such as code enforcement, permitting, and inspections
- Develop, negotiate, and administer inter-governmental agreements
- Coordinate land development entitlement activities
- Prioritize multiple compete work priorities and meet deadlines
- Research and analyze data, formulate issues, and articulate recommendations
- Monitor and interpret operational data, regulatory, and financial information and statistics
- Administer budgets and procurement processes, which may include negotiating contracts
- Develop and prepare reports and presentations
- Recommend and implement policies and procedures
- Resolve conflict and facilitate consensus
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands and assigning/monitoring work, as assigned
- Interpret and apply applicable laws, codes, regulations, and standards (based on assignment)
- Provide customer service
- Utilize a computer and relevant software applications

- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Four (4) years of professional land use planning or development services experience related to assignment.

A Bachelor's degree in urban planning, engineering, architecture, building construction, or related field of study may substitute for one (1) year of the required experience.

A Master's degree in urban planning, engineering, architecture, building construction, or related field of study may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of appointment:

- Possession of a valid California Driver's license, Class C or higher
- Valid California Association of Code Enforcement Officers Certifications, including completion of advanced and supervisory modules, and a valid Certified Code Enforcement Officer designation
- A valid International Right of Way Association certification

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.

May be required to function in one or more of the following: uneven terrain, construction sites, inclement weather, heavily populated clinic or program settings with ill or highly emotional clientele.



DEVELOPMENT SERVICES MANAGER

Bargaining Unit: MA Administrative Management

Class Code:
8197MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the second in a four-level **Development Services Management Series** responsible for overseeing a team of professional (exempt) planning staff engaged in current land-use planning (development review) or long-range land-use planning. Work includes overseeing work product including research, analysis and report preparation as well as presentation and coordination of items presented to the Planning Commission, Zoning Commission, the Board of Supervisors, or other advisory boards and commissions.

The Development Services Management series includes the following:

Development Services Administrator (8196MA)

Development Services Manager (8197MA)

Development Services Manager, Senior (8198MA)

Development Services Deputy Director (8199MA)

CLASS CHARACTERISTICS:

Incumbents supervise land development and planning programs of varying sizes or smaller work units typically with supervisory authority over at least two (2) or more management-level staff. Decision-making includes using discretion for program decisions to achieve management objectives, with accompanying accountability for those decisions. An individual contributor who is a designated subject matter expert and who serves as a manager of a Countywide enterprise or highly technical and specialized function, without direct supervisory responsibilities may be assigned to this level.

As assigned, an incumbent supervises management and non-management level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Identifies long-range land use planning goals; plans, coordinates, and evaluates land use planning programs, projects, and activities; and prepares and updates land use and environmental regulations, policies, and procedures; prepares, conducts and participates in public hearings regarding proposed land use plans and planning regulations.

2. Plans and coordinates process for reviewing proposed land development projects; and performs planning evaluation of proposed land development projects for compliance with zoning, planning documents, environmental standards, and other regulatory requirements.
3. Researches, analyzes, develops, and reviews original reports, plans, materials, presentations, and other documents; develops and makes recommendations to higher-level staff, including Planning and Zoning commission staff, Board of Supervisors, and other advisory boards and commissions.
4. Establishes partnerships; coordinates with County staff, vendors, the general public, and/or external agencies; and convenes, facilitates, and/or attends meetings.
5. Manages procurement and budget for assigned program(s); monitors and approves inventory and procurement processes; prepares and reviews budget requests; collects and analyzes financial information; and makes budgetary and financial recommendations to higher-level staff.
6. Supervises professional, paraprofessional, and support level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
7. Ensures a healthy and safe work environment; and ensures compliance with applicable regulations, policies, and procedures.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of land use planning
- Principles and practices of development review
- Principles and practices of housing, transportation, and environmental planning
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management
- Principles and practices of program administration
- Project management principles and practices
- Principles and practices of conflict resolution
- Best practices, trends and emerging technologies
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis

- Principles and techniques of effective oral presentations
- Principles and practices of conflict resolution
- Applicable federal, state, and local laws, codes, and regulations
- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Develop long-range land-use plans and planning tools
- Evaluate proposed land development for compliance with plans, rules, and regulations
- Coordinate the land development review process
- Oversee adherence to quality assurance and standards
- Interpret, monitor, and report financial information and statistics
- Research industry trends, solutions, and best practices
- Compile and analyze data, formulate issues, and articulate recommendations
- Author and prepare original reports, content, documents, and presentations
- Manage and negotiate contracts
- Recommend, develop, and implement policies and procedures
- Facilitate groups and build consensus using persuasive reasoning
- Exercise political acumen, tact, and diplomacy
- Interpret and apply applicable laws, codes, regulations, and standards
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Provide customer service
- Utilize a computer and relevant software applications

- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Development Services Administrator or its equivalent with the County of Orange.

Or

Five (5) years of professional planning or development review experience related to assignment; must include one (1) year of lead/supervisory experience.

A Bachelor's degree in urban planning, engineering, architecture, building construction, or related field of study may substitute for one (1) year of the required experience.

A Master's degree in urban planning, engineering, architecture, building construction, or related field of study may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of appointment:

- Possession of a valid California Driver's license, Class C or higher
- California Registration as Civil Engineer or Architect
- A valid American Institute of Certified Planners Certification
- A valid International Right of Way Association Certification
- International Code Council Building Official Certification
- International Code Council Plan Examiner and/or Inspector Certification
- Certified Access Specialist (CASP) issued by the Division of the State Architect (DSA)
- American Institute of Certified Planners Certification

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders

repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.

May be required to function in one or more of the following: uneven terrain, construction sites, inclement weather, heavily populated clinic or program settings with ill or highly emotional clientele.



DEVELOPMENT SERVICES MANAGER, SENIOR

Bargaining Unit: MA Administrative Management

Class Code:
8198MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the third in a four-level **Development Services Management Series** responsible for managing an assigned unit related to the County's planning and land use development activities, including urban and regional planning, the land development review process, and permitting and inspections.

The Development Services Management series includes the following:

Development Services Administrator (8196MA)
Development Services Manager (8197MA)
Development Services Manager, Senior (8198MA)
Development Services Deputy Director (8199MA)

CLASS CHARACTERISTICS:

Incumbents oversee multiple, highly complex land use planning, or the regulatory review, permitting, and inspection processes related to land development. Incumbents exercise first-level (direct) supervision to multiple management level employees, indirect supervision to additional management and/or non-management level employees, and have responsibility for significant budget/funding levels. Decision-making includes establishing work unit objectives and goals, exercising considerable discretion in selecting the method to address a problem or issue, and fostering collaboration among and between the work units supervised as well with work units under the direction of others.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Provides operational and technical management and direction to staff including, but not limited to one or more of the following development areas: building and safety, neighborhood preservation, code enforcement, permitting and inspections, land use development, and land use planning.

2. May oversee, coordinate, or make presentations about planning and/or land development/land use related issues and proposals to appointed boards charged with oversight of zoning, land-use and/or code enforcement.
3. Troubleshoots and resolves program or work unit issues and keeps higher-level management informed of issues/resolution.
4. Develops, evaluates and implements planning documents and processes, policies and procedures, regulatory compliance programs, and/or the development review process, of which programs may include permitting and inspections, environmental or development reviews, long-range planning, and code enforcement; ensures compliance with applicable planning, zoning, environmental, and related developmental regulations, policies, and procedures.
5. Manages work systems and processes; researches trends and best practices on planning and development codes, ordinances, and legislation; and recommends and implements changes.
6. Develops and administers work unit budgets and procurement processes; reviews and approves budget requests and transactions; negotiates and manages contracts; researches and analyzes financial information; makes resource allocation recommendations; and implements resource allocation decisions.
7. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains reports, records, land-use plans, and other documents; oversees the research and analysis of policy and related information; and makes recommendations to higher-level staff.
8. Oversees and conducts performance evaluations, employee development, hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff, as assigned.
9. Coordinates with the general public, internal staff, and/or external agencies; convenes, facilitates, and attends meetings; prepares and makes presentations to the public, elected officials, appointed boards, and other stakeholders.
10. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of urban planning and land development review
- Principles and practices of code enforcement, permitting, and inspections
- Principles and practices of building construction methods, and processes
- Applicable building, construction, planning, land use, development, housing, transportation, and environmental laws, regulations, policies, and procedures

- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management
- Principles and practices of code enforcement and inspection service delivery models
- Principles and practices of project management
- Principles and practices of strategic planning and performance measurement
- Principles and practices of group facilitation and building consensus
- Principles and practices of modern procurement and contract negotiation and administration
- Best practices, trends, and emerging technologies
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state, and local laws, codes, and regulations
- Managerial principles, practices and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Oversee and implement the urban land use planning process and/or the development and environmental review process
- Plan and oversee regulatory functions such as code enforcement, and permitting and inspection programs related to land development and construction
- Read and interpret building, infrastructure and landscape construction plans and specifications
- Interpret and apply applicable building, construction, planning, land use development, housing, transportation, and environmental laws, regulations, policies, and procedures
- Ensure ongoing compliance with strategic objectives; measuring performance; and participating in the development of goals and strategic objectives

- Manage budgets and allocating resources
- Interpret, monitor, and report financial information and statistics
- Monitor and execute procurement activities for assigned work unit, and negotiating and administering contracts
- Manage large-scale complex projects and/or initiatives, enterprise projects, and/or overseeing the management of multiple projects simultaneously
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Research, recommend, and implement industry trends, solutions, and best practices
- Author and oversee the preparation of original reports, content, documents, and presentations
- Make presentations to stakeholders, elected officials, and County leadership
- Develop and implement policies and procedures
- Facilitate group discussions and build consensus using persuasive reasoning
- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Provide customer service and resolve escalated issues
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Development Services Manager or its equivalent with the County of Orange.

Or

Five (5) years of professional development services management experience related to assignment; must include two (2) year of lead/ supervisory experience.

A Bachelor's degree in urban planning, engineering, architecture, building construction, or related field of study may substitute for one (1) year of the required experience.

A Master's degree in urban planning, engineering, architecture, building construction, or related field of study may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of appointment:

- Possession of a valid California Driver's license, Class C or higher
- California Registration as Civil Engineer or Architect
- International Code Council Building Official Certification
- International Code Council Plan Examiner and/or Inspector Certification
- Certified Access Specialist (CASP) issued by the Division of the State Architect (DSA)
- American Institute of Certified Planners Certification

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.

May be required to function in one or more of the following: uneven terrain, construction sites, inclement weather, heavily populated clinic or program settings with ill or highly emotional clientele.



DEVELOPMENT SERVICES DEPUTY DIRECTOR

Bargaining Unit: MA Administrative Management

Class Code:
8199MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the fourth in a four-level **Development Services Management Series** responsible for providing strategic management and oversight of the County's land use planning and land development review process, as well as overseeing regulatory compliance functions such as permitting, inspections, and flood plain management.

The Development Services Management series includes the following:

Development Services Administrator (8196MA)
Development Services Manager (8197MA)
Development Services Manager, Senior (8198MA)
Development Services Deputy Director (8199MA)

CLASS CHARACTERISTICS:

An incumbent serves as a second level or higher supervisor over land use planning and land development services with middle management level responsibilities that include making broad policy decisions and recommendations to the department head or County executive team. Work includes making interpretive decisions on behalf of the organization regarding the means for executing the goals established by the relevant executives and governing body subject to constraints imposed by available technology and resources. Such interpretive decisions provide context for the work to be accomplished by subordinates supervised within the units managed. An incumbent typically reports to a Deputy Agency Director or Agency Director.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Develops, implements, and evaluates land use planning, development review processes and regulatory functions such as, but not limited, to permitting, inspections, land use planning, development review and flood plain management; plans and evaluates system-wide procedures, policies, strategies, and

goals; maintains, updates, and ensures procedural compliance for programs and projects; and plans and implements process improvements.

2. Develops, administers, and oversees budgets; oversees procurement activities for the assigned development services function; reviews and approves budget requests and transactions; researches and analyzes financial information; makes resource allocation decisions and recommendations; and ensures adherence to budgetary and other applicable requirements, policies, and procedures.
3. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains reports, records, development plans, contracts, and other documents; coordinates the research and analysis of department-wide policy and related information; and makes recommendations to higher-level staff.
4. Coordinates with the public, County staff, appointed boards and commissions, and/or external agencies; develops partnerships; responds to escalated complaints and operational issues; and manages ongoing program operations and processes.
5. Plans and evaluates short- and long-term system-wide procedures, policies, strategies, and goals; maintains, updates, and ensures procedural compliance for assigned programs and projects; plans and implements process improvements; and resolves complex, escalated work unit issues.
6. Oversees and conducts performance evaluations, employee development, and hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff, as assigned.
7. Convenes, facilitates, and/or attends meetings, briefings, and presentations with internal departments, appointed commissions, Boards, and/or other external stakeholders; and prepares and makes presentations.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of urban planning and development review
- Principles and practices of code enforcement, permitting, and inspections
- Principles and practices of building construction
- Applicable building, construction, planning, land use, development, housing, transportation, and environmental laws, regulations, policies, and procedures
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management including fund accounting
- Principles and practices of development program planning and administration

- Principles and practices of service delivery models
- Principles and practices of group facilitation and building consensus
- Project and contract management principles
- Best practices, trends and emerging technologies
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state, and local laws, codes, and regulations
- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Oversee urban planning, development and environmental review programs and operations to ensure consistent application of rules, regulations, policies and procedures, as well as timeliness and responsiveness
- Oversee code enforcement, permitting, and inspection programs and operations to ensure consistent application of rules, regulations, policies and procedures as well as timeliness and responsiveness
- Interpret construction plans and specifications
- Interpret and apply applicable building, construction, planning, land use development, housing, transportation, and environmental laws, regulations, policies, and procedures
- Identify strategic objectives, ensure ongoing compliance, and measure performance
- Manage budgets and allocate resources to achieve strategic objectives
- Interpret, monitor, and report financial information and statistics
- Monitor and direct procurement activities for the assigned planning and development division

- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Review research and implementing industry trends, solutions, and best practices
- Author and oversee the preparation of original reports, content, documents, and presentations
- Make presentations to stakeholders, elected officials, and County leadership
- Develop and implement policies and procedures
- Facilitate group discussions and build consensus using persuasive reasoning
- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Provide customer service and resolve escalated issues
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Two (2) years experience as a Development Services Manager, Senior or its equivalent with the County of Orange.

Or

Six (6) years of management development services experience related to assignment; must include two (2) years of supervisory experience.

A Bachelor's degree in urban planning, engineering, architecture, building construction, or related field of study may substitute for one (1) year of the required experience.

A Master's degree in urban planning, engineering, architecture, building construction, or related field of study may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of appointment:

- Possession of a valid California Driver's license, Class C or higher
- California Registration as Civil Engineer or Architect
- International Code Council Building Official Certification
- International Code Council Plan Examiner and/or Inspector Certification
- Certified Access Specialist (CASP) issued by the Division of the State Architect (DSA)
- American Institute of Certified Planners Certification

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



EMERGENCY MANAGEMENT ANALYST

Bargaining Unit: MA Administrative Management

Class Code:
8206MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the first in a five-level **Emergency Management Series** devoted to providing emergency planning and coordination of County staff and agencies responsible for Countywide emergency response across areas such as the Sheriff's Department, the John Wayne International Airport, Health Care Agency, and Orange County Facilities. Work includes developing plans to mitigate hazards and provide emergency response; coordinating with other jurisdictions; managing projects; and coordinating emergency functions such as notification systems and emergency shelters.

The Emergency Management series includes the following:

Emergency Management Analyst (8206MA)

Emergency Management Administrator (8207MA)

Emergency Manager (8208MA)

Emergency Manager, Senior (8209MA)

Emergency Management Deputy Director (8210MA)

CLASS CHARACTERISTICS:

An incumbent performs journey-level analysis, or assists with emergency management program administration or supervision, which may include collaborating with other emergency management agencies, stakeholders, and partners to develop and implement plans; conducting emergency management exercises; participating in the coordination of mitigation, response, and recovery; and/or providing training and work review to employees at the same level, or serving as a supervisor to one (1) non-management employee, multiple contractors, or temporary staff who are assigned to assist with the work being performed. Decision-making includes selecting the method to address a problem or issue, subject to the constraints established by management objectives and direction and making recommendations for management objectives and program administration.

As assigned, an incumbent may serve as a lead worker, assigning work and monitoring work completion; or supervise staff, volunteers, and/or contractors. Supervision of staff includes conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Establishes research criteria, gathers information on regulations, policies, and procedures regarding patient care and health information technology needs and/or leads the information gathering process, analyzes information, and uses technical and analytical expertise to develop findings and provide recommendations to higher-level staff.
2. Assists with the administration of less complex programs, projects, or specific functional areas of large complex programs; plans and conducts studies, surveys, education and training sessions, and investigations; coordinates and facilitates the administration of emergency management data systems; monitors facility adherence to policies and procedures; assists with project or program budget administration and procurement activities.
3. Assists with the management of operational activities including the identification of County emergency medical services data system needs and training, business processes, and opportunities for continuous improvement, drafting and revising of operational policies and procedures, and measurement and analysis of performance indicators.
4. Researches and develops original reports, grant applications, materials, presentations, and other documents; reviews materials prepared by others; and makes presentations, as assigned.
5. Responds to and investigates inquiries and/or complaints from vendors, the general public, County staff, and/or external agencies; troubleshoots program-related operational issues; and facilitates and/or attends meetings.
6. As assigned, serves as a lead worker, or supervises staff, volunteers, and/or contractors, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
7. Administers and ensures compliance with applicable regulations, policies, and procedures.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of public sector emergency medical services operations as they relate to health information technology systems project and program administration
- General emergency medical services, terminology, equipment, and systems
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking, problem solving, and analysis
- Principles and techniques of preparing effective oral presentations and written reports
- Best practices, trends, and emerging technologies

- Applicable federal, state, and local laws, codes, regulations, and standards (based on assignment)
- Principles and practices of service delivery models
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Administer programs and activities for emergency medical services operations related to health information technology systems
- Apply emergency medical services knowledge and expertise in the delivery of services
- Prioritize multiple competing work priorities and meeting deadlines
- Research and analyze data, identify issues, make recommendations, and implement solutions
- Monitor and interpret operational data, regulatory and financial information, and statistics
- Develop and prepare reports and presentations
- Recommend and implement policies and procedures
- Resolve conflict and facilitate consensus
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work, as assigned
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Three (3) years of professional emergency or disaster management/planning experience in related assignment.

A Bachelor's degree in emergency management, business administration, public administration, communications, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in emergency management, business administration, public administration, communications, or related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of application/date of appointment:

- Licensure as a Registered Nurse (RN)
- Licensure as a Paramedic
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



EMERGENCY MANAGEMENT ADMINISTRATOR

Bargaining Unit: MA Administrative Management

Class Code:
8207MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the second in a five-level **Emergency Management Series** responsible for providing emergency planning and coordination of County staff and agencies responsible for County-wide emergency response across areas such as the Sheriff's Department, John Wayne International Airport, Health Care Agency, and Orange County Facilities. Work includes developing plans to mitigate hazards and provide emergency response; coordinating with other jurisdictions; managing projects; and coordinating emergency functions such as notification systems and emergency shelters.

The Emergency Management series includes the following:

Emergency Management Analyst (8206MA)

Emergency Management Administrator (8207MA)

Emergency Manager (8208MA)

Emergency Manager, Senior (8209MA)

Emergency Management Deputy Director (8210MA)

CLASS CHARACTERISTICS:

An incumbent performs advanced journey-level analytical work and/or emergency management program administration which includes performing the most complex individual contributor work assignments or supervision of a smaller program/function. Incumbents may supervise multiple staff engaged in non-management work, provide training and work review for same level management staff, or supervise one (1) management level staff assigned to help support and coordinate the program and/or work unit. Decision-making includes providing input into management objectives and selecting the method to address a problem or issue, subject to the constraints established by management objectives and direction.

As assigned, an incumbent may serve as a lead worker, assigning work and monitoring work completion; or supervise staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Establishes research criteria, gathers information, including that related to emergencies, confidential information, and public information needs, and/or leads the information gathering process, analyzes information, and uses technical and analytical expertise to develop findings and provide recommendations to higher-level staff.
2. Administers smaller, less complex programs, projects, or specific functional areas of large complex programs; coordinates and plans emergency preparedness, mitigation, response, and recovery activities; plans and conducts studies, training sessions, and investigations; administers program/project budget and procurement activities.
3. Serves as a liaison, advisor, and educator to County staff, boards, external agencies, local jurisdictions, the public, and other stakeholders on emergency preparedness, mitigation, response, and recovery; evaluates and provides input on state and federal agency policies to improve and advance emergency management processes and procedures.
4. As assigned, supervises transactional, investigatory, or processing operational activities performed by non-exempt staff; and assists with overall operational management of a work unit including the identification of business processes and opportunities for continuous improvement, drafting of operational policies and procedures, and measurement and analysis of performance indicators.
5. Researches, develops, and/or disseminates original reports, materials, presentations, and other documents; serves as technical subject matter expert; reviews materials prepared by others; debriefs and maintains documentation of lessons learned from incidents and drills; and makes presentations, as assigned.
6. Responds to inquiries from stakeholders, the general public, internal staff, and/or external agencies; responds to emergency situations in times of crisis; troubleshoots program-related operational issues; and facilitates and/or attends meetings and confidential briefings.
7. As assigned, serves as a lead worker, or supervises staff, volunteers, and/or contractors, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of emergency or disaster management including emergency preparedness, emergency management operations, mitigation, response, and recovery
- Principles and practices of project and program administration related to work area
- Applicable federal, state, and local laws, codes, regulations, and standards
- Principles and applications of critical thinking and analysis

- Principles and techniques of preparing effective oral presentations and written reports
- Supervisory principles, practices, and techniques, including employee development, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of conflict resolution and negotiation strategies
- Best practices, trends, and emerging technologies
- Principles and practices of service delivery models
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Effectively administer emergency preparedness, mitigation, response, and recovery activities
- Administer programs and projects
- Prioritize multiple competing work priorities and meet deadlines
- Interpret and apply applicable laws, codes, regulations, and standards
- Research and analyze data, identify issues, make recommendations, recommendations and implement solutions
- Monitor and interpret operational data, regulatory and financial information, and statistics
- Develop and prepare reports and presentations
- Recommend and implement policies and procedures
- Resolve conflict and facilitate consensus
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work, as assigned
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as an Emergency Management Analyst or its equivalent with the County of Orange.

Or

Four (4) years of professional emergency or disaster management/planning experience in related assignment.

A Bachelor's degree in emergency management, business administration, public administration, communications, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in emergency management, business administration, public administration, communications, or related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of application/date of appointment:

- Department of Homeland Security clearance
- State of California Emergency Management certificate
- State of California Emergency Management Specialist certificate
- Certified Emergency Manager (CEM®) certificate
- Federal Emergency Management Agency - National Incident Management Systems (NIMS) Training
- Airport Security Coordinator (ASC) training
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



EMERGENCY MANAGER

Bargaining Unit: MA Administrative Management

Class Code:
8208MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the third in a five-level **Emergency Management Series** responsible for providing emergency management planning for systems such as the pre-hospital emergency medical services system and Countywide emergency management response programs for public health emergencies. Work includes training, coordinating exercises, coordinating activities with other jurisdictions and partners, and supervision of staff, budgets, and grants.

The Emergency Management Series includes the following:

Emergency Management Analyst (8206MA)

Emergency Management Administrator (8207MA)

Emergency Manager (8208MA)

Emergency Manager, Senior (8209MA)

Emergency Management Deputy Director (8210MA)

CLASS CHARACTERISTICS:

Incumbents supervise emergency management programs of varying sizes or smaller work units typically with supervisory authority over at least two (2) or more management-level staff. Decision-making includes using discretion for program decisions to achieve management objectives, with accompanying accountability for those decisions. An individual contributor who is a designated subject matter expert and who serves as a manager of a Countywide enterprise or highly technical and specialized function, without direct supervisory responsibilities may be assigned to this level.

As assigned, an incumbent supervises management and non-management level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Plans, coordinates, and implements emergency management programs, projects, and systems; integrates County programs with other city, county, state, and federal emergency management programs; develops and plans training and exercises with a multi-agency and multi-discipline focus; prepares and administers ongoing daily operations to comply with strategic goals and preferred outcomes; manages program planning and resource deployment; establishes and implements divisional goals and program priorities; and ensures compliance with all policies, procedures, quality, and performance standards.
2. Serves as a staff and/or technical advisor during emergencies and exercises; ensures that all appropriate emergency management principles, protocols, and policies are met; must be prepared to respond to emergencies 24 hours per day, seven days per week, and 365 days per year.
3. Manages emergency management related grant activities including: coordinating grant proposal writing; monitoring of the grant programs and funds; and ensuring that expenditures and programs are in line with grant guidance complying with federal, state, and county contracts, rules, laws, policies, and other requirements.
4. Establishes internal and external partnerships; coordinates with County staff, external agencies, the general public, the media, and/or other stakeholders; and convenes, facilitates, and/or attends meetings.
5. Researches, analyzes, develops, and reviews original reports, materials, presentations, and other documents; and develops and makes recommendations to higher-level staff.
6. Manages procurements and budgets for assigned program(s); monitors and approves inventory and procurement processes; prepares and reviews budget requests; researches and reviews funding opportunities; collects and analyzes financial information; and makes budgetary and financial recommendations to higher-level staff.
7. Supervises professional, paraprofessional, and support level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
8. Ensures a healthy and safe work environment; and ensures compliance with applicable laws, codes, regulations, policies, and procedures.
9. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of planning and administering emergency management services including systems and response programs
- Principles and practices of developing, implementing, and monitoring emergency medical protocols
- Principles and practices of modern business management

- Principles and practices of budgeting and fiscal management
- Principles and practices of program planning and administration
- Principles and practices of service delivery models
- Project, grant, and contract management principles
- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Best practices, trends, and, emerging technologies
- Principles and applications of critical thinking and analysis
- Principles and techniques of preparing effective oral presentations and written reports
- Applicable federal, state, and local laws, codes, and regulations
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Manage and implement assigned emergency management services programs, projects, protocols, and activities
- Oversee adherence to quality assurance and standards
- Interpret, monitor, and report financial information and statistics
- Research industry trends, solutions, and best practices
- Compile and analyze data, identify issues, make recommendations and implement solutions
- Author and prepare original reports, grant proposals, content, documents, and presentations
- Recommend, develop, and implement policies and procedures
- Facilitate groups, build consensus, and resolve escalating issues
- Exercise political acumen, tact, and diplomacy
- Interpret and apply applicable laws, codes, regulations, and standards
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work

- Provide customer service
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills to interact with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as an Emergency Management Administrator or its equivalent with the County of Orange.

Or

Five (5) years of professional emergency management/planning experience in related assignment; must include one (1) year of lead/supervisory experience.

A Bachelor's degree in emergency management, business administration, public administration, communications, or related area of study may substitute for one (1) year of the required experience.

A Master's degree or higher in emergency management, business administration, public administration, communications, or related area of study may substitute for two (2) years of the required experience

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of application/date of appointment:

- Department of Homeland Security or Department of Justice Secret Security clearance
- A valid State of California Class C, or higher, driver's license
- Federal Emergency Management Agency Professional Development Series (ICS-100, ICS-200, ICS-300, ICS-400, ICS-700, ICS-800, IS-120, IS-230, IS-235, IS-240, IS-241, IS-242, IS-244)
- International Association of Emergency Managers Associate Emergency Manager® or Certified Emergency Manager®
- WebEOC Administrator
- Everbridge certification (Mass Notification or CARES)
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



EMERGENCY MANAGER, SENIOR

Bargaining Unit: MA Administrative Management

Class Code:
8209MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the fourth in a five-level **Emergency Management Series** devoted to serving as the Local Emergency Medical Services Agency (LEMSA) Administrator for Orange County, providing development, implementation and oversight of the entire pre-hospital emergency medical services system including medical/health preparedness and response for disasters, and managing state and federal grants.

The Emergency Management Series includes the following:

Emergency Management Analyst (8206MA)

Emergency Management Administrator (8207MA)

Emergency Manager (8208MA)

Emergency Manager, Senior (8209MA)

Emergency Management Deputy Director (8210MA)

CLASS CHARACTERISTICS:

Incumbents oversee multiple highly complex emergency management operational functions and/or an organizational work unit exercising first-level (direct) supervision to multiple management level employees, indirect supervision to additional management and/or non-management level employees, and have responsibility for significant budget/funding levels. Decision-making includes establishing work unit objectives and goals, exercising considerable discretion in selecting the method to address a problem or issue, and fostering collaboration among and between the work units supervised as well with work units under the direction of others.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Provides operational and technical management and direction to staff including, but not limited, to one or more of the following areas: the pre-hospital emergency medical services system, medical/health preparedness and disaster response, and the management of grants.
2. Troubleshoots and resolves program or work unit issues and keeps higher-level management informed of issues/resolutions.
3. Develops, implements, and evaluates services and programs to ensure compliance with strategies and performance goals; establishes and implements divisional goals and program priorities; manages work systems and processes and submits required system status reports and plans; develops, maintains, updates, and publicizes policies and procedures, and ensures compliance; researches trends and best practices; and recommends and implements changes.
4. Develops and administers work unit budgets and procurement processes; reviews and approves budget requests and transactions; negotiates and manages contracts; researches and analyzes financial information; makes resource allocation recommendations; and implements resource allocation decisions.
5. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains reports, records, plans, agendas, and other documents; oversees the research and analysis of policy and related information; and makes recommendations to higher-level staff.
6. Oversees and conducts performance evaluations, employee development, hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff, as assigned.
7. Coordinates with the general public, emergency medical task forces (locally, regionally and statewide), County staff, stakeholders, and/or external agencies; convenes, facilitates, and attends meetings; and prepares and makes presentations to the public, elected officials, appointment boards, and other stakeholders.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of pre-hospital emergency medical services, medical/health preparedness and disaster response, and grant management
- Principles and practices of modern business management
- Principles and practices of budgeting, fiscal, and project management
- Principles and practices of program planning and administration
- Principles and practices of service delivery models

- Principles and practices of project management
- Principles and practices of strategic planning and performance measurement
- Principles and practices of group facilitation and building consensus
- Principles and practices of modern procurement and contract negotiation and administration
- Best practices, trends, and emerging technologies
- Principles and applications of critical thinking and analysis
- Principles and techniques of preparing effective oral presentations and written reports
- Applicable federal, state, and local laws, codes, and regulations
- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Manage the operations, services, and programs of pre-hospital emergency medical services, medical/health preparedness and disaster response, and grant management
- Ensure ongoing compliance with strategic objectives and measuring performance; participating in the development of goals and strategic objectives
- Manage budgets and allocate resources
- Interpret, monitor, and report financial information and statistics
- Monitor and execute procurement activities for assigned work unit and negotiating and administering contracts
- Manage large-scale complex projects and/or initiatives, enterprise projects, and/or overseeing the management of multiple projects simultaneously
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Research, recommend, and implement industry trends, solutions, and best practices
- Prepare and/or direct the preparation of original reports, agendas, content, documents, and presentations

- Make presentations to stakeholders, elected officials, and County leadership
- Develop and implement policies and procedures
- Facilitate group discussions, build consensus, and resolve escalated issues
- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Provide customer service and resolve escalated issues
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as an Emergency Manager or its equivalent with the County of Orange.

Or

Five (5) years of professional emergency management/planning management experience related to assignment; must include two (2) years of lead/supervisory experience.

A Bachelor's degree in emergency management, business administration, public administration, communications, or related area of study may substitute for one (1) year of the required experience.

A Master's degree or higher in emergency management, business administration, public administration, communications, or related area of study may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



EMERGENCY MANAGEMENT DEPUTY DIRECTOR

Bargaining Unit: MA Administrative Management

Class Code:
8210MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the fifth in a five-level **Emergency Management Series** devoted to overseeing, directing, and coordinating as the Local Emergency Medical Services Agency (LEMSA) Administrator for Orange County, providing development, implementation and oversight of the entire pre-hospital emergency medical services system including medical/health preparedness and response for disasters, law enforcement responses, and managing state and federal grants.

The Emergency Management Series includes the following:

Emergency Management Analyst (8206MA)
Emergency Management Administrator (8207MA)
Emergency Manager (8208MA)
Emergency Manager, Senior (8209MA)
Emergency Management Deputy Director (8210MA)

CLASS CHARACTERISTICS:

Incumbents oversees, directs, and coordinate all highly complex emergency management operational functions for the County of Orange. Position is responsible for developing, coordinating, and implementing the division's objectives and goals, exercising exclusive discretion in selecting the method to address a problem or issue, and fostering collaboration among and between the various County departments and outside agencies.

An incumbent has overall responsibility to ensure all aspects of this division and operating units to collaborate and cohesively respond during emergent and other serious circumstances.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Directs the daily coordination and cooperation between the emergency management staff and the emergency organization of the County; serves as staff to the Emergency Management Council; ensures a plan exists to provide information on disaster preparedness to the County, and that the Orange County Emergency Plan described in the Emergency Organization Ordinance is developed and maintained.

2. Ensures personnel who are part of the emergency organization are trained and arranges all necessary exercises to prepare for potential disaster conditions; maintains the Emergency Operations Center in a constant state of readiness.
3. Notifies the Emergency Management Council and Board of Supervisors of Emergency Operations Center activation and keeps the Board of Supervisors informed on all aspects of a current emergency situations.
4. Develops, administers and oversees budgets; oversees procurement activities; reviews and approves budget requests and transactions; researches and analyzes financial information; makes resource allocation decisions and recommendations; and ensures adherence to budgetary and other applicable requirements, policies, and procedures.
5. Oversees and conducts performance evaluations, employee development, hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff, as assigned.
6. Convenes, facilitates and/or attends meetings, briefings, and presentations with County departments, commissions, Boards, law enforcement, emergency services, and/or other external stakeholders; and prepares and makes presentations.
7. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of pre-hospital emergency medical services, medical/health preparedness and disaster response, emergency management operations, and grant management
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management including fund accounting
- Principles and practices of group facilitation and building consensus
- Project and contract management principles
- Best practices, trends, and emerging technologies
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Best practices, trends, and emerging technologies

- Principles and applications of critical thinking and analysis
- Applicable federal, state, and local laws, codes, and regulations (based on assignment)
- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Manage the operations, services, and programs of pre-hospital emergency medical services, medical/health preparedness and disaster response, emergency management operations, and grant management
- Identify strategic objectives, ensure ongoing compliance and measure performance
- Manage budgets and allocating resources to achieve strategic objectives
- Interpret, monitor, and report financial information and statistics
- Monitor and direct procurement activities
- Exercise political acumen, tact, and diplomacy
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Review research and implement industry trends, solutions, and best practices
- Manage large-scale complex projects and/or initiatives, enterprise projects, and/or overseeing the management of multiple projects simultaneously
- Make presentations to stakeholders, elected officials, and County leadership
- Facilitate group discussions, build consensus, and resolve escalated issues
- Exercising political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public and internal leadership
- Manage and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Utilize a computer and relevant software applications, specialized equipment, and systems

- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Two (2) years experience as an Emergency Manager, Senior or its equivalent with the County of Orange.

Or

Six (6) years of emergency management/planning management experience related to assignment; must include two (2) years of supervisory experience.

A Bachelor's degree in emergency management, business administration, public administration, communications, or related area of study may substitute for one (1) year of the required experience.

A Master's degree or higher in emergency management, business administration, public administration, communications, or related area of study may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



ENGINEERING MANAGER, SENIOR

Bargaining Unit: MA Administrative Management

Class Code:
8212MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the first in a two-level **Engineering Management Series** responsible for managing a major section or division involved in performing professional civil engineering operational activities, capital project management, or infrastructure management (flood control, traffic, roads, bridges, and rights-of-way); hydrology and flood plain management; and traffic engineering.

The Engineering Management series includes the following:

Engineering Manager, Senior (8212MA)

Engineering Deputy Director (8213MA)

CLASS CHARACTERISTICS:

Incumbents oversee multiple highly complex engineering operational functions and/or a large organizational work unit exercising first-level (direct) supervision to multiple management level employees, indirect supervision to additional management and/or non-management level employees, and have responsibility for significant budget/funding levels. Decision-making includes establishing work unit objectives and goals, exercising considerable discretion in selecting the method to address a problem or issue, and fostering collaboration among and between the work units supervised as well with work units under the direction of others.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Provides operational and technical management and direction to staff in one or more of the following areas: engineering infrastructure design and management, construction and project management, surveying, structural engineering, hydrology and geotechnical engineering analysis, and/or materials testing.
2. Troubleshoots and resolves program or work unit issues and keeps higher-level management informed of issues/resolution.

3. Develops and administers work unit budgets and procurement processes; reviews and approves budget requests and transactions; negotiates and manages contracts; researches and analyzes financial information; makes resource allocation recommendations; and implements resource allocation decisions.
4. Ensures compliance with standard engineering principles/practices and project/operational strategies and performance goals; manages unit work systems and processes; maintains and updates procedures, and ensures compliance; research trends and best practices; and recommends and implements changes.
5. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains reports, permits, technical studies, technical specifications, cost estimates, records, plans, and other documents; oversees the research and analysis of policy and related information; and makes recommendations to higher-level staff.
6. Oversees and conducts performance evaluations, employee development, hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff, as assigned.
7. Coordinates with the general public, internal staff, and/or external agencies; convenes, facilitates and attends meetings; prepares and makes presentations to the public, elected officials, appointment boards, and other stakeholders.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of engineering and/or construction management
- Principles and practices of project and contract management
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management
- Principles and practices of program planning and administration
- Principles and practices of service delivery models
- Principles and practices of strategic planning and performance measurement
- Principles and practices of group facilitation and building consensus
- Principles and practices of modern procurement and contract negotiation and administration
- Best practices, trends and emerging technologies

- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state, and local laws, codes, and regulations based on assigned area of responsibility
- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Manage civil engineering construction projects, studies, or public works operations
- Ensure ongoing compliance with strategic objectives and measuring performance
- Participate in the development of goals and strategic objectives
- Manage budgets and allocate resources
- Interpret, monitor, and report financial information and statistics
- Monitor and execute procurement activities for assigned work unit; and negotiating and administering contracts
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Research, recommend, and implement industry trends, solutions, and best practices
- Author and prepare accurate/reliable original report findings, conclusions, and recommendations for a variety of reports, contracts, policies, engineer studies, and presentations containing engineering and regulatory terminology
- Develop and make presentations to external stakeholders and agencies, elected officials, and County leadership
- Develop and implement policies and procedures
- Facilitate group discussions and build consensus using persuasive reasoning
- Exercise political acumen, tact, and diplomacy

- Collaborate with external stakeholders and agencies, elected and appointed boards, the public, and County leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Provide customer service and resolve escalated issues
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills as applied to effectively interact with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction using both technical and non-technical language

Education and Experience

A Bachelor's degree in civil engineering, construction management, architecture, or related field.

And

Five (5) years of professional engineering management experience in work related to assignment; must include two (2) years of lead/ supervisory experience.

License/Certification

State of California Licensed Professional Engineer Registration (PE)

And

Some assignments may require one or more of the following licenses or certifications by date of appointment:

- Project Manager Professional (PMP)® Certification
- Qualified Storm Water Pollution Prevention Plan (SWPPP) Developer (QSD) Certification
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders

repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.

May be required to function in one or more of the following: uneven terrain, construction sites, inclement weather, heavily populated clinic or program settings with ill or highly emotional clientele.



ENGINEERING DEPUTY DIRECTOR

Bargaining Unit: MA Administrative Management

Class Code:
8213MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the second in a two-level **Engineering Management Series** responsible for overseeing and managing a major and large functional area of an assigned department or division performing professional civil engineering activities such as construction project design and management, technical studies, land surveying, infrastructure assessment/management, materials testing, and civil engineering support for public infrastructure operations.

The Engineering Management series includes the following:

Engineering Manager, Senior (8212MA)

Engineering Deputy Director (8213MA)

CLASS CHARACTERISTICS:

An incumbent has significant budget authority and serves as a second level or higher supervisor over multiple engineering units and functions with middle management level responsibilities that include making broad policy decisions and recommendations to the department head or County executive team. Work includes making interpretive decisions on behalf of the organization regarding the means for executing the goals established by the relevant executives and governing body subject to constraints imposed by available technology and resources. Such interpretive decisions provide context for the work to be accomplished by subordinates supervised within the units managed. An incumbent typically reports to a Deputy Agency Director or Agency Director.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Develops, implements, evaluates, and manages large-scale projects, and technical engineering operations; establishes service goals, policies, strategies, and goals; maintains, updates, and ensures procedural compliance for programs and projects; plans and implements process improvements.
2. Develops, administers, and oversees budgets; oversees engineering procurement activities; reviews and approves budget requests and transactions; researches and analyzes financial information; makes resource allocation decisions and recommendations; and ensures adherence to budgetary and other applicable requirements, policies, and procedures.
3. Coordinates with service areas, County departments, and internal and external stakeholders to ensure that projects are being constructed in accordance with agreed upon features; participates in negotiation of intergovernmental agreements, as assigned.
4. Evaluates technical engineering plans to ensure compliance with goals, objectives, and standards; recommends plan approval to County Engineer.
5. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains reports, records, plans, contracts, and other documents; coordinates the research and analysis of department-wide policy and related information; participates in negotiations of cooperative agreements with cities and local agencies; and makes recommendations to higher-level staff.
6. Plans and evaluates short- and long-term system wide-procedures, policies, strategies, and goals; maintains, updates, and ensures procedural compliance for assigned engineering programs and projects; plans and implements process improvements; and resolves complex, escalated work unit issues.
7. Oversees and conducts performance evaluations, employee development, hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff, as assigned.
8. Convenes, facilitates and/or attends meetings, briefings, and presentations with internal departments, commissions, Boards, and/or other external agencies and stakeholders; and prepares and makes presentations.
9. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of engineering and/or construction management
- Principles and practices of project and contract management
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management including fund accounting
- Service delivery principles and practices
- Principles and practices of group facilitation and building consensus

- Best practices, trends and emerging technologies in the field of engineering
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state, and local laws, codes, and regulations based on assigned area of responsibility
- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Plan and manage large, complex, engineering services, programs, and projects
- Identify strategic objectives, ensure ongoing compliance, and measure performance
- Manage budgets and allocate resources to achieve strategic objectives
- Interpret, monitor, and report financial information and statistics
- Monitor and direct procurement activities for engineering and construction management
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Review research and implementing industry trends, solutions, and best practices
- Author and prepare accurate/reliable original report findings, conclusions, and recommendations for a variety of reports, contracts, policies, engineer studies, and presentations containing engineering and regulatory terminology
- Make presentations to internal and external stakeholders, elected officials, and County leadership
- Develop and implement policies and procedures
- Facilitate group discussions and build consensus using persuasive reasoning
- Exercise political acumen, tact, and diplomacy
- Collaborate with project stakeholders, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards

- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Provide customer service and resolve escalated issues
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills as applied to effectively interact with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction using both technical and non-technical language

Education and Experience

Two (2) years experience as an Engineering Manager, Senior or its equivalent with the County of Orange.

Or

A Bachelor's degree in civil engineering, or related field.

And

Six (6) years of engineering management experience related to assignment; must include two (2) years of supervisory experience.

License/Certification

State of California Licensed Professional Engineer Registration (PE)

Some assignments may require one or more of the following licenses or certifications by date of appointment:

- Project Manager Professional (PMP)® Certification
- Qualified Storm Water Pollution Prevention Plan (SWPPP) Practitioner (QSP) Certification
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders

repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.

May be required to function in one or more of the following: uneven terrain, construction sites, inclement weather, heavily populated clinic or program settings with ill or highly emotional clientele.



ASSISTANT CHIEF DEPUTY OPERATING OFFICER

Bargaining Unit: MA Administrative Management

Class Code:
8215MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is responsible for operational oversight of County departments, policy development, and legislative support.

CLASS CHARACTERISTICS:

An incumbent applies advanced management principles with critical impact on citizens and the organization. Incumbents exercise strategic and visionary thinking having long-term organization-wide application and impact; develop and implement programs critical to the County; and exercise control and supervision of multiple assigned functions, departments, and significant resources. Responsibility crosses multiple functional units within the organization comprising a designated department. Positions will usually have responsibility for organization-wide outcomes.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, and discipline and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Oversees the administrative and operational support of Board-appointed, elected officials and/or assigned department(s); advises County Executive Officers on the performance of assigned departments in implementing agency goals and objectives; assists County Executive(s) in developing coordinated strategies among departments for consistent and clear policymaking and direction.
2. Develops, implements, and evaluates services, programs, large-scale projects, and operations; plans and evaluates system-wide procedures, policies, strategies, and goals; maintains, updates, and ensures procedural and legal compliance for programs and projects; and plans and implements process improvements.

3. Oversees the preparation of and/or prepares, reviews, designs, finalizes, and/or maintains agendas, briefing presentations, responses to judicial and audit reports, records, operational plans, reports, contracts, and/or other related documents; ensures accuracy and compliance with Federal, State, and local laws, regulations, codes, standards, and/or board requirements; coordinates the research and analysis of department-wide policy and related information; and makes recommendations to higher-level staff.
4. Oversees and reviews operational plans, budgets, and procurement activities of assigned department(s); reviews and approves budget requests and transactions; researches and analyzes financial information; makes resource allocation decisions and recommendations; and ensures adherence to budgetary and other applicable requirements, policies, and procedures.
5. Coordinates with County officials, departments, staff, boards, commissions, the public, external agencies, and/or stakeholders; develops internal and external partnerships; responds to escalated complaints and operational issues and/or escalates them when needed; and manages ongoing program operations and processes.
6. Convenes, facilitates, coordinates, and/or attends meetings, briefings, and presentations with internal departments, commissions, boards, and/or other external stakeholders; and prepares and makes presentations.
7. Oversees and conducts performance evaluations, employee development, hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff, as assigned.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of advanced management within public administration including operations oversight of assigned department(s)
- Principles and practices of policy research, analysis and development
- Applicable County policies, procedures, and department visions and missions
- Principles and practices of procurement, budgeting, and fiscal management including fund accounting
- Principles and practices of program planning and administration
- Principles and practices of service delivery models
- Principles and practices of group facilitation and building consensus

- Principles and techniques of effective oral and written presentations and communications
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state, and local laws, codes, regulations, standards, and board requirements.
- Leadership principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Provide operational and administrative oversight for assigned department(s)
- Ensure that the delivery of services and programs align with coordinated goals, objectives, and strategies
- Research and analyze policy issues
- Identify strategic objectives, ensure ongoing compliance, and measure performance
- Manage budgets and allocate resources to achieve strategic objectives
- Interpret, monitor, and report financial information and statistics
- Monitor and direct procurement activities for assigned department(s)
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Review research and implement industry trends, solutions, and best practices
- Author and oversee the preparation of original reports, content, documents, and presentations
- Make presentations to stakeholders, elected officials, and County leadership
- Develop and implement policies and procedures
- Facilitate group discussions and build consensus using persuasive reasoning
- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, commissions, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, standards, and board requirements.
- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work

- Utilize a computer and relevant software applications, specialized equipment, and systems
Utilizing communication and interpersonal skills to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Five (5) years of significantly complex administrative and operational oversight management experience in related assignment; must include one (1) year of supervisory experience.

A Bachelor's degree business administration, public administration, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher business administration, public administration, or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



FISCAL ANALYST

Bargaining Unit: MA Administrative Management

Class Code:
8218MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the first in a six-level **Fiscal Services Management Series** responsible for providing journey level financial, budgetary, and/or accounting analysis in one or more of the following areas: accounting, budget, accounts receivable/payable, employee benefits, payroll, debt management, public funds and property tax collections, financial analysis, and auditing.

The Fiscal Services Management series includes the following:

Fiscal Analyst (8218MA)

Fiscal Administrator (8219MA)

Fiscal Manager (8220MA)

Fiscal Manager, Senior (8221MA)

Fiscal Assistant Deputy Director (8222MA)

Fiscal Deputy Director (8223MA)

CLASS CHARACTERISTICS:

An incumbent performs journey-level analysis, or assists with fiscal program administration or supervision of a work unit which may include providing training and work review to employees at the same level, or serving as a supervisor to one (1) non-management exempt employee, multiple contractors, or temporary staff who are assigned to assist with the work being performed. Decision-making includes selecting the method to address a problem or issue, subject to the constraints established by management objectives and direction.

As assigned, an incumbent may serve as a lead worker, assigning work and monitoring work completion; or supervise staff, volunteers, and/or contractors. Supervision of staff includes conducting performance evaluations, coordinating training, and hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Establishes research criteria, gathers fiscal and statistical information and/or leads the information gathering process, analyzes information, and uses technical and analytical expertise to develop findings and provide recommendations to higher-level and other internal staff.

2. Assists with the administration of less complex fiscal services programs, projects, or specific functional areas of large complex programs related, but not limited to budget development and management, investment portfolio management, accounting, auditing, treasury and tax collections, revenue and debt management, financial planning and analysis, claims, disbursements, cost analysis, benefits, and payroll.
3. Researches, reviews, and develops original financial and other reports, plans, requests, proposals, contracts, materials, and other documents; and makes presentations, as assigned.
4. Assists with the management of operational activities including the identification of business processes and opportunities for continuous improvement, drafting of operational policies and procedures, and measurement and analysis of performance indicators.
5. Responds to inquiries from County staff, vendors, the general public, and/or external agencies; troubleshoots program-related operational issues; and facilitates and/or attends meetings.
6. As assigned, serves as a lead worker, or supervises staff, volunteers, and/or contractors, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
7. Administers and ensures compliance with applicable fiscal and related regulations, policies, and procedures.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of accounting, tax collection, auditing, claims management, and collections
- Principles and practices of budget development and management
- Principles and practices of financial planning and analysis, investment portfolio management, cost and revenue management, debt management, and cash management
- Principles and practices of payroll and benefits
- Principles and practices of fiscal project and program administration
- Principles and methods of qualitative and quantitative research and analysis
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations and written reports
- Principles and practices of procurement and modern budget development and administration
- Principles and practices of conflict resolution and negotiation strategies

- Best practices, trends, and emerging technologies
- Applicable federal, state, and local laws, codes, and regulations
- Principles and practices of service delivery models
- Principles in providing customer service

Ability to

- Effectively assist with administering programs and activities related to investment portfolio management, accounting, auditing, treasury and tax collections, revenue and debt management, financial planning and analysis, claims, disbursements, cost analysis, benefits, and payroll
- Prioritize multiple compete work priorities and meeting deadlines
- Research and analyze fiscal and regulatory data, identifying issues, and articulating recommendations
- Monitor and interpret operational data, regulatory, and financial information and statistics
- Administer budgets and procurement processes, which may include negotiating contracts
- Develop and prepare reports and presentations
- Recommend and execute policies and procedures
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands and assigning/monitoring work, as assigned
- Interpret and apply applicable laws, codes, regulations and standards
- Provide customer service
- Operate a computer and software applications
- Communicate effectively and apply interpersonal skills when interacting with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Three (3) years of professional accounting, auditing, and financial experience related to assignment.

A Bachelor's degree in accounting, finance, business administration, or related area may substitute for one (1) years of the required experience.

A Master's degree or higher in accounting, finance, business administration, or related area may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



FISCAL ADMINISTRATOR

Bargaining Unit: MA Administrative Management

Class Code:
8219MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the second in a six-level **Fiscal Services Management Series** responsible for performing advanced journey level financial, budgetary, and/or accounting analysis in one or more of the following areas: accounting, budget, accounts receivable/payable, employee benefits, payroll, debt management, public funds and property tax collections, financial analysis, and auditing.

The Fiscal Services Management series includes the following:

Fiscal Analyst (8218MA)

Fiscal Administrator (8219MA)

Fiscal Manager (8220MA)

Fiscal Manager, Senior (8221MA)

Fiscal Assistant Deputy Director (8222MA)

Fiscal Deputy Director (8223MA)

CLASS CHARACTERISTICS:

An incumbent performs advanced journey-level analysis in fiscal program administration. Incumbents may supervise multiple staff engaged in non-management work, provide training and work review for same level management staff, or supervise one (1) management level staff assigned to help support and coordinate the program and/or work unit. Supervision may be performed over accounting functions such as billing, coding, verification, accounts payable/receivable, payroll, tax-processing, and other transaction processing which may involve supervision of exempt and non-exempt level employees. Decision-making includes providing input into management objectives and selecting the method to address a problem or issue, subject to the constraints established by management objectives and direction.

As assigned, an incumbent may serve as a lead worker, assigning work and monitoring work completion; or supervise non-management staff, volunteers, and/or contractors including conducting performance evaluations, coordinating training, and hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Establishes research criteria, gathers and analyzes fiscal and statistical information and/or leads the information gathering and analysis process, serves as a subject matter expert, and uses technical and analytical expertise to develop findings, troubleshoot the most complex work assignment issues, and provide recommendations to higher-level and other internal staff.
2. Coordinates smaller, less complex programs, projects, or specific functional areas of large complex programs related, but not limited, to accounting, financial planning and analysis, auditing, investment portfolio management, budget development and management, debt management, claims and disbursements, medical billing, cost analysis, cash management, taxation, collections, payroll, and benefits.
3. As assigned, supervises accounting and fiscal functions involving transactional, investigatory, or processing operational activities performed by non-exempt staff; and assists with overall operational management of a work unit including the identification of business processes and opportunities for continuous improvement, drafting of operational policies and procedures, and measurement and analysis of performance indicators.
4. Researches, review, and/or develops original fiscal, compliance, and related reports, plans, contracts, grant proposals, materials, and other documents; reviews materials prepared by others; and makes presentations, as assigned.
5. Responds to inquiries from and provides consultation to County staff, vendors, the general public, and/or external agencies; troubleshoots program-related operational issues; and facilitates and/or attends meetings.
6. As assigned, serves as a lead worker, or supervises staff, volunteers, and/or contractors, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
7. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of managing fiscal services programs and projects related to accounting, tax, auditing, medical billing, claims management, and collections
- Principles and practices of managing budget development and related programs and operations
- Principles and practices of managing financial planning and analysis, investment portfolio management, cost and revenue management, debt management, and cash management operations and programs
- Principles and practices of administering payroll and benefits programs
- Principles and methods of qualitative and quantitative research and analysis
- Principles and techniques of effective oral presentations and written reports

- Principles and practices of conflict resolution and negotiation strategies
- Best practices, trends, and emerging technologies
- Applicable federal, state, and local laws, codes, and regulations (based on assignment)

Ability to

- Effectively administer programs, projects, and activities, and serving as a subject matter expert in fiscal services areas related to accounting, financial planning and analysis, auditing, investment portfolio management, budget development and management, debt management, claims and disbursements, cost analysis, medical billing, cash management, taxation, collections, payroll, and benefits
- Research and analyze fiscal and regulatory data, identify issues, and make recommendations and provide solutions
- Monitor and interpret operational data, regulatory, and financial information and statistics
- Administer budgets and procurement processes, which may include negotiating contracts
- Recommend and apply policies and procedures
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work, as assigned
- Interpret and apply applicable laws, codes, regulations, and standards (based on assignment)
- Operate a computer and relevant software applications
- Communicate effectively and apply interpersonal skills when interacting with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Fiscal Analyst or its equivalent with the County of Orange.

Or

Four (4) years of professional accounting/financial experience related to assignment.

A Bachelor's degree in accounting, finance, business administration, or related field may substitute for one (1) year of the required experience.

A Master's degree in accounting, finance, business administration, or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

For some positions, valid certifications, certificates, or professional licenses in relevant areas may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



FISCAL MANAGER

Bargaining Unit: MA Administrative Management

Class Code:
8220MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the third in a six-level **Fiscal Services Management Series** responsible for managing a unit supporting a county-wide fiscal function or a fiscal services unit for a County department, which may include supervision of accounting, budget, accounts receivable/payable, billings and collections, employee benefits, payroll, debt management, public funds and property tax collections, financial analysis, and auditing.

The Fiscal Services Management series includes the following:

Fiscal Analyst (8218MA)

Fiscal Administrator (8219MA)

Fiscal Manager (8220MA)

Fiscal Manager, Senior (8221MA)

Fiscal Assistant Deputy Director (8222MA)

Fiscal Deputy Director (8223MA)

CLASS CHARACTERISTICS:

Incumbents exercise supervisory authority over at least two (2) or more management-level staff and/or may manage multiple small programs, or a single large work unit or program. Decision-making includes using discretion for program decisions to achieve management objectives, with accompanying accountability for those decisions. An individual contributor who is a designated subject matter expert and who serves as a manager of a Countywide enterprise or highly technical and specialized function without direct supervisory responsibilities may be assigned to this level.

As assigned, an incumbent supervises management and non-management level staff including conducting performance evaluations, coordinating training, and hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Plans, coordinates, and evaluates accounting, audit, claims management, taxation, and other fiscal programs and/or projects; prepares and administers ongoing daily operations to comply with strategic goals and preferred outcomes; manages program planning and resource deployment; ensures compliance with all policies, procedures, and quality and performance standards.
2. Researches, analyzes, develops, and reviews original fiscal, compliance, and related reports, contracts, plans, grant proposals, materials, presentations, and other documents; and develops and makes recommendations to higher-level staff.
3. Establishes internal and external partnerships; coordinates with County staff, vendors, the general public, and/or external agencies; and convenes, facilitates, and/or attends meetings.
4. Manages procurement and budget for assigned program(s); monitors and approves inventory and procurement processes; prepares and reviews budget requests; researches and reviews funding opportunities; collects and analyzes financial information; and makes budgetary and financial recommendations to higher-level staff.
5. Supervises professional, paraprofessional, and support level staff including conducting performance evaluations, coordinating training, and hiring, discipline, and termination procedures.
6. Ensures a healthy and safe work environment; and ensures compliance with applicable fiscal and related regulations, policies, and procedures.
7. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Supervisory principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Generally Accepted Accounting Principles (GAAP) (include in job bulletin as desirable)
- Governmental Accounting Standards Board (GASB) (include in job bulletin as desirable)
- Principles and practices of accounting, tax, claims management, auditing, and collections
- Principles and practices of budget development and management
- Principles and practices of financial planning and analysis, investment portfolio management, cost and revenue management, and cash management
- Principles and practices of payroll and benefits
- Principles and practices of business management

- Principles and practices of program planning and administration in assigned fiscal services operational area
- Principles and practices of service delivery models
- Best practices, trends, and emerging technologies
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Applicable federal, state, and local laws, codes, and regulations (based on assignment)
- Supervisory principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles in providing customer service

Ability to

- Manage fiscal compliance operations related to accounting, taxation, auditing, claims management, and collections programs and services
- Manage budget development and related programs and projects
- Manage programs and projects related to financial planning and analysis, investment portfolio management, cost and revenue management, and cash management
- Oversee adherence to quality assurance and standards
- Interpret, monitor, and report financial information and statistics
- Research industry trends, solutions, and best practices
- Compile and analyze financial and regulatory data, formulating issues, and articulating recommendations
- Prepare original financial reports, content, documents, and presentations
- Recommend, develop, and execute policies and procedures
- Facilitate groups and build consensus using persuasive reasoning
- Interpret and apply applicable laws, codes, regulations, and standards
- Manage and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work

- Provide customer service
- Operate a computer and relevant software applications
- Communicate effectively and apply interpersonal skills when interacting with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Fiscal Administrator or its equivalent with the County of Orange.

Or

Five (5) years of professional accounting/financial experience related to assignment; must include one (1) year of lead/supervisory experience.

A Bachelor's degree in accounting, finance, business administration, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in accounting, finance, business administration, or related field may substitute for two (2) year of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

For some positions, valid certifications, certificates, or professional licenses in relevant areas may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



FISCAL MANAGER, SENIOR

Bargaining Unit: MA Administrative Management

Class Code:
8221MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the fourth in a six-level **Fiscal Services Management Series** responsible for leading a full-service fiscal unit for a large County department, or a large enterprise unit responsible for any of the following areas: accounting, budget, accounts receivable/payable, employee benefits, payroll, debt management, collections, financial analysis, and auditing.

The Fiscal Services Management series includes the following:

Fiscal Analyst (8218MA)

Fiscal Administrator (8219MA)

Fiscal Manager (8220MA)

Fiscal Manager, Senior (8221MA)

Fiscal Assistant Deputy Director (8222MA)

Fiscal Deputy Director (8223MA)

CLASS CHARACTERISTICS:

Incumbents oversee highly complex and strategic fiscal function(s) and may provide first-level (direct) supervision to management level employees, indirect supervision to additional management and/or non-management level employees, and have responsibility for significant budget/funding levels. Decision-making includes establishing work unit objectives and goals, exercising considerable discretion in selecting the method to address a problem or issue, and fostering collaboration among and between the work units supervised as well with work units under the direction of others.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Provides operational and technical management and direction to staff including, but not limited, to one or more of the following areas: accounting, tax, collections, auditing, budget development and management, payroll, benefits, procurement, financial planning and analysis, investment portfolio management, cost and revenue management, and cash management.
2. Troubleshoots and resolves program or work unit issues and keeps higher-level management informed of issues/resolution.
3. Develops, administers and evaluates fiscal services and programs to ensure compliance with strategies and performance goals; manages work systems and processes; maintains and updates procedures, and ensures compliance; researches trends and best practices; and recommends and implements changes.
4. Develops and administers work unit budget and procurement processes; reviews and approves budget requests and transactions; negotiates and manages contracts; researches and analyzes financial information; makes resource allocation recommendations; and implements resource allocation decisions.
5. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains fiscal and other operational reports, records, grant documents, plans, contracts, notices, statements, and other documents; oversees the research and analysis of policy and related information; and makes recommendations to higher-level staff.
6. Oversees and conducts performance evaluations, employee development, and hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff, as assigned.
7. Coordinates with the general public, internal staff, and/or external agencies; convenes, facilitates, and attends meetings; and prepares and makes presentations to the public, elected officials, appointment boards, and other stakeholders.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of accounting, tax, auditing, and collections
- Principles and practices of budget development and management
- Principles and practices of financial planning and analysis, investment portfolio management, cost and revenue management, and cash management
- Principles and practices of payroll and benefits
- Principles and practices of business management
- Principles and practices of program planning and administration

- Principles and practices of strategic planning and performance measurement
- Principles and practices of group facilitation and building consensus
- Principles and practices of modern procurement, and contract negotiation and administration
- Best practices, trends, and emerging technologies
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Supervisory principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Applicable federal, state, and local laws, codes, and regulations
- Principles in providing customer service

Ability to

- Manage large operations related to accounting, tax, auditing, and collections programs and services
- Manage budget development and management programs and projects
- Manage programs and projects related to financial planning and analysis, investment portfolio management, cost and revenue management, and cash management
- Ensure ongoing compliance with strategic objectives and measuring performance; and participating in the development of goals and strategic objectives
- Manage budgets and allocating resources
- Interpret, monitor, and report financial information and statistics
- Monitor and execute procurement activities for assigned work unit, and negotiating and administering contracts
- Manage large-scale complex projects and/or initiatives, enterprise projects, and/or overseeing the management of multiple projects simultaneously
- Oversee the practice of, and adherence to, quality assurance activities and standards
- Research, recommend, and apply industry trends, solutions, and best practices
- Prepare and oversee original reports, content, documents, and presentations
- Make presentations to stakeholders, elected officials, and County leadership

- Develop and implement policies and procedures
- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Provide customer service and resolve escalated issues
- Operate a computer and relevant software applications, specialized equipment, and systems
- Communicate effectively and apply interpersonal skills when interacting with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Fiscal Manager or its equivalent with the County of Orange.

Or

Five (5) years of professional accounting/financial management experience related to assignment; must include two (2) years of lead/supervisory experience.

A Bachelor's degree in accounting, finance, business administration, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in accounting, finance, business administration, or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

For some positions, valid certifications, certificates, or professional licenses in relevant areas may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



FISCAL ASSISTANT DEPUTY DIRECTOR

Bargaining Unit: MA Administrative Management

Class Code:
8222MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the fifth in a six-level **Fiscal Services Management Series** responsible for serving as an assistant to the Deputy Director; management of department-wide fiscal services functions including at a minimum, accounting and financial management; may be responsible for department-wide fiscal operations.

The Fiscal Services Management series includes the following:

Fiscal Analyst (8218MA)

Fiscal Administrator (8219MA)

Fiscal Manager (8220MA)

Fiscal Manager, Senior (8221MA)

Fiscal Assistant Deputy Director (8222MA)

Fiscal Deputy Director (8223MA)

CLASS CHARACTERISTICS:

Incumbents report to the Deputy Director and serves as a second, third, or higher-level supervisor with one or more Senior Manager level direct reports over multiple department fiscal units and functions. An incumbent has middle management level responsibilities that include making broad policy decisions and recommendations to the Deputy Director, department head, or County executive team, and making interpretive decisions on behalf of the organization regarding the means for executing the goals established by the relevant executives and governing body subject to constraints imposed by available technology and resources. Such interpretive decisions provide context for the work to be accomplished by subordinates supervised within the units managed.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Manages and provides operational and technical direction to financial staff including, but not limited to one or more of the following areas: general and specialized accounting, audit, finance, payroll, and benefits.
2. Develops, administers, and evaluates multiple programs and projects to ensure compliance with applicable legislation, Generally Accepted Accounting Principles (GAAP), and organizational strategies and performance goals; oversees work system and process improvements; maintains and updates procedures, and ensures compliance; researches trends and best practices; and plans and implements changes.
3. Provides consultation on escalated and complex fiscal, program, or work unit issues and complaints; and keeps higher-level management informed of issues/resolution.
4. Develops and administers assigned budget and procurement processes; reviews and approves budget requests and transactions; negotiates and manages contracts; researches and analyzes financial information; makes resource allocation recommendations; and implements resource allocation decisions.
5. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains fiscal and other operational reports, records, grant documents, plans, notices, statements, contracts, and other documents; oversees the research and analysis of department policy and related information; and makes recommendations to the Deputy Director and/or County executive team.
6. Oversees and conducts performance evaluations, employee development, and hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff, as assigned.
7. Coordinates with the general public, internal staff, and/or external agencies; convenes, facilitates, and/or attends meetings; prepares and makes presentations to the public, elected officials, appointment boards, and other stakeholders.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of management and program administration in area of fiscal service related, but not limited to general and specialized accounting, audit, finance, payroll, and benefits
- Principles and practices of business management
- Principles and practices of budgeting and fiscal management
- Principles and practices of accounting and finance program planning and administration
- Principles and practices of strategic planning and performance measurement
- Principles and practices of group facilitation and building consensus

- Principles and practices of modern procurement and contract negotiation and administration
- Best practices, trends, and emerging technologies
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Applicable federal, state, and local laws, codes, and regulations
- Supervisory principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles in providing customer service

Ability to

- Manage the operations of multiple fiscal work units involved in functions such as (but not limited to) general and specialized accounting, audit, finance, payroll, and benefits
- Ensure ongoing compliance with strategic objectives and measuring performance; participating in the development of goals and strategic objectives
- Develop and manage budgets and allocate resources
- Interpret, monitor, and report financial information and statistics
- Monitor and execute procurement activities for assigned work unit, and negotiating and administering contracts
- Manage large-scale complex projects and/or initiatives, enterprise projects, and/or overseeing the management of multiple projects simultaneously
- Oversee the practice of, and adherence to, quality assurance activities and standards
- Research, recommend, and apply industry trends, solutions, and best practices
- Prepare and oversee original reports, content, documents, and presentations
- Make presentations to stakeholders, elected officials, and County leadership
- Develop and implement department policies and procedures
- Exercise political acumen, tact, and diplomacy

- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Manage and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Provide customer service and resolve escalated issues
- Operate a computer and relevant software applications, specialized equipment, and systems
- Communicate effectively and apply interpersonal skills when interacting with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Fiscal Manager, Senior or its equivalent with the County of Orange.

Or

Five (5) years of accounting/financial management experience related to assignment; must include one (1) year of supervisory experience.

A Bachelor's degree in accounting, finance, business administration, or related field may substitute for one (1) of the required experience.

A Master's degree or higher in accounting, finance, business administration, or related field may substitute for two (2) of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

For some positions, valid certifications, certificates or professional licenses in relevant areas may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



FISCAL DEPUTY DIRECTOR

Bargaining Unit: MA Administrative Management

Class Code:
8223MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the sixth in a six-level **Fiscal Services Management Series** responsible for managing a central accounting or satellite operations section in the Auditor-Controller's Office or managing a county-wide financial function, for County of Orange Departments and Agencies.

The Fiscal Services Management series includes the following:

Fiscal Analyst (8218MA)

Fiscal Administrator (8219MA)

Fiscal Manager (8220MA)

Fiscal Manager, Senior (8221MA)

Fiscal Assistant Deputy Director (8222MA)

Fiscal Deputy Director (8223MA)

CLASS CHARACTERISTICS:

An incumbent serves as a second- or higher-level supervisor and has a high level of discretion and responsibilities that include making interpretive decisions on behalf of the organization regarding the means for executing the goals established by the relevant executives and governing body subject to constraints imposed by available technology and resources. Such interpretive decisions provide context for the work to be accomplished by subordinates supervised within the units managed. An incumbent typically reports to a Deputy Agency Director or Agency Director.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Develops, administers, and evaluates assigned fiscal services, programs, large-scale projects, and operations, including, but not limited to, accounting, investment management, cash management, budget development and management, procurement, financial systems, auditing, financial analysis and planning, payroll, and benefits.

2. Plans and evaluates system-wide procedures, policies, strategies, and goals; maintains, updates, and ensures procedural compliance for assigned fiscal services programs and projects; and plans and implements process improvements.
3. Develops, administers, and oversees budgets; oversees procurement activities for an assigned division; reviews and approves budget requests and transactions; researches, analyzes and reviews financial information; makes resource allocation decisions and recommendations; and ensures adherence to budgetary and other applicable requirements, policies, and procedures.
4. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains financial and operational reports, records, plans, grant documents, statements, notices, contracts, and other documents; coordinates the research and analysis of department-wide policy and related information; and makes recommendations to higher-level staff.
5. Oversees and conducts performance evaluations, employee development, and hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff, as assigned.
6. Coordinates with County officials, the public, internal staff, departments, and/or external agencies; develops partnerships; responds to escalated complaints and operational issues; and manages ongoing program operations and processes.
7. Convenes, facilitates, and/or attends meetings, briefings, and presentations with internal departments, commissions, Boards, and/or other external stakeholders; and prepares and makes presentations.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of assigned public sector accounting and finance such as, general and specialized accounting, budget development and management, investment management, cash management, debt management, procurement, financial systems, payroll, and benefits
- Principles and practices of business management
- Principles and practices of program planning and administration
- Principles and practices of group facilitation and building consensus
- Best practices, trends, and emerging technologies
- Principles and methods of qualitative and quantitative research
- Principles and techniques of preparing effective oral presentations and written reports

- Applicable federal, state, and local laws, codes, and regulations (based on assignment)
- Supervisory principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work

Ability to

- Plan and manage assigned fiscal services and programs such as general and specialized accounting, budget development and management, investment management, cash management, debt management, procurement, financial systems, payroll, and benefits
- Ensure compliance with Generally Accepted Accounting Principles (GAAP)
- Identify strategic objectives, ensure ongoing compliance and measuring performance
- Manage budgets and allocate resources to achieve strategic objectives
- Interpret, monitor, and report financial information and statistics
- Monitor and direct procurement activities for the assigned fiscal services division
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Review research and apply industry trends, solutions, and best practices
- Prepare and oversee the preparation of complex reports, content, and documents
- Make presentations to stakeholders, elected officials, and County leadership
- Develop and apply policies and procedures
- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Facilitate group discussions, build consensus, and resolve escalated issues
- Operate a computer and relevant software applications, specialized equipment, and systems
- Communicate effectively and apply interpersonal skills when interacting with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Fiscal Assistant Deputy Director or its equivalent with the County of Orange.

Or

Six (6) years of accounting/financial management experience related to assignment; must include two (2) years of supervisory experience.

A Bachelor's degree in accounting, finance, business administration, or related field may substitute for one (1) year of the required experience.

A Master's degree in accounting, finance, business administration, or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

For some positions, valid certifications, certificates, or professional licenses in relevant areas may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



HEALTH SERVICES ANALYST

Bargaining Unit: MA Administrative Management

Class Code:
8228MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the first in a six-level **Health Services Management Series** responsible for planning and implementing mental, behavioral, and public health programs, analyzing program information, evaluating program performance, conducting onsite reviews, administering provider contracts, and ensuring compliance with program, contract, and regulatory requirements.

The Health Services Management series includes the following:

- Health Services Analyst (8228MA)
- Health Services Administrator (8229MA)
- Health Services Manager (8230MA)
- Health Services Manager, Senior (8231MA)
- Health Services Assistant Deputy Director (8232MA)
- Health Services Deputy Director (8233MA)

CLASS CHARACTERISTICS:

An incumbent performs journey-level analysis, or assists with program administration or supervision, which may include providing training and reviewing work of employees at the same level, or serving as a supervisor to one non-management employee, multiple contractors, or temporary staff who are assigned to assist with the work being performed. Decision-making includes selecting the method to address a problem or issue, subject to the constraints established by management objectives and direction, and making recommendations for management objectives and program administration.

The Health Services Analyst class is distinguished from the Health Services Administrator by the latter's responsibility for administering, implementing, and maintaining, through subordinates, all clinics and treatment services in a designated program. This class typically reports to the Health Services Administrator or Health Services Manager.

As assigned, an incumbent may serve as a lead worker, assigning work and monitoring work completion; or supervise staff, volunteers, and/or contractors. Supervision of staff includes conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Establishes research criteria, gathers and analyzes health services program information, and/or leads the information gathering process and uses technical and analytical expertise to develop findings and provide recommendations to higher-level staff.
2. Assists with the administration of complex programs, projects, or specific functional areas of large complex programs related, but not limited to the provision of mental, behavioral, and public health services.
3. Negotiates, develops, and manages contracts for medical care, correctional health, behavioral health, and/or residential treatment services.
4. Monitors and evaluates program operations and program outcomes to ensure compliance with contract, budgetary, programmatic, and applicable regulatory requirements.
5. Coordinates with and provides consultation to community organizations, service providers, the public, County staff, and/or other external agencies; responds to inquiries, requests, and/or complaints; troubleshoots program-related operational issues; and facilitates and/or attends committees, contract negotiations, and related meetings.
6. Plans and conducts onsite reviews, assessments, surveys, training sessions, and investigations; and assists with project or program budget administration and procurement activities.
7. Assists with the management of operational activities, including the identification of business processes and opportunities for continuous improvement, drafting of operational policies and procedures, reviewing materials prepared by others, and the measurement and analysis of performance indicators.
8. Researches and develops original reports, materials, contracts, plans, proposals, and other documents; updates program websites; and makes presentations, as assigned.
9. As assigned, serves as a lead worker, or supervises staff, volunteers, and/or contractors, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
10. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Behavioral/mental, correctional, medical and/or public health services, including current trends in education, research, treatment, prevention, and related issues

- Contract negotiation, development, and management process to oversee contractual obligations
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- General budget administration and procurement to monitor and reallocate program budgets
- Community relationships/partnerships and providing customer service
- Principles and techniques in effective oral presentations and written reports
- Applicable Federal, State and local laws, codes, and regulations relevant to the area of assignment
- Supervisory principles, practices, and techniques, including employee development, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Health services operational area's service delivery model for program implementation and administration
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment
- Supervisory principles, practices, and techniques, including employee development, coordinating deadlines, prioritizing work demands, and assigning/monitoring work

Ability to

- Prioritize multiple competing work priorities and meeting deadlines
- Negotiate, develop, and manage contracts
- Research and analyze data, formulate, and articulate recommendations
- Monitor and interpret operational data, regulatory, and financial information
- Administer budgets and procurement processes, which may include negotiating contracts
- Prepare complex and detailed written reports, program policies, procedures, and contracts
- Maintain cooperative working relationships with other program managers and staff, other agencies, and the community
- Speak effectively to diverse audiences, including clinical, professional, and the public
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work, as assigned
- Interpret and apply applicable laws, codes, regulations, and standards (based on assignment)

Education and Experience

Three (3) years of professional health administration experience related to assignment.

A Bachelor's degree in public health administration, public administration, behavioral/mental health, or health related field may substitute for one (1) year of the required experience.

A Master's degree or higher in public health administration, public administration, behavioral/mental health, or health related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's License, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



HEALTH SERVICES ADMINISTRATOR

Bargaining Unit: Administrative Management

Class Code:
8229MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the second in a six-level **Health Services Management Series** responsible for coordinating and administering a public health, mental health and recovery, correctional health or medical health program, which may include overseeing contracted providers in diagnostic and/or clinical settings.

The Health Services Management series includes the following:

Health Services Analyst (8228MA)

Health Services Administrator (8229MA)

Health Services Manager (8230MA)

Health Services Manager, Senior (8231MA)

Health Services Assistant Deputy Director (8232MA)

Health Services Deputy Director (8233MA)

CLASS CHARACTERISTICS:

An incumbent performs advanced journey-level analytical work and/or program administration, which includes performing the most complex individual contributor work assignments or supervision of a smaller program/function. Incumbents may supervise multiple staff engaged in non-management work, provide training and work review for same level management staff, or supervise one management level staff assigned to help support and coordinate the program and/or work unit. Decision-making includes providing input into management objectives and selecting the method to address a problem or issue, subject to the constraints established by management objectives and direction.

The Health Services Administrator class is distinguished from the Health Services Manager by the latter's overall responsibility for administering, overseeing, and managing several public health services through subordinate staff. This class typically reports to the Health Services Manager.

As assigned, an incumbent may serve as a lead worker, assigning work and monitoring work completion; or supervise staff, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Establishes research criteria, gathers and analyzes health services program information, and/or leads the information gathering and analysis process, and uses technical and analytical expertise to develop findings; troubleshoots complex analytical issues, and provides recommendations to higher-level management.
2. Coordinates complex programs, projects, or specific functional areas related to the provision of medical care, correctional health, behavioral health, and/or residential treatment services.
3. Negotiates, develops, and manages contracts for medical care, correctional health, behavioral/mental health, and/or residential treatment services.
4. Monitors and evaluates program operations and program outcomes to ensure compliance with contract, budgetary, programmatic, and applicable regulatory requirements.
5. As assigned, supervises the transactional or processing of operational activities performed by non-exempt staff.
6. Assists with overall operational management of a work unit, including the identification of business processes and opportunities for continuous improvement, drafting operational policies and procedures, and measurement and analysis of performance indicators.
7. Coordinates with and provides consultation to community organizations, service providers, program participants, the public, County staff, and/or other external agencies to ensure needs are being met by the program.
8. Plans and conducts studies, onsite reviews and inspections, surveys, training sessions, and investigations; and assists with projects or programs administration.
9. Researches and develops reports, contracts, proposals, materials, and other documents to present to stakeholders; serves as technical subject matter expert; reviews materials prepared by others; and makes presentations, as assigned.
10. Monitors upcoming trends, practices, and evolving/emerging technologies to incorporate in program policies, procedures, and practices
11. As assigned, serves as a lead worker, or supervises staff, volunteers, and/or contractors, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
12. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Mental, behavioral, and/or public health services, including current trends in education, research, treatment, prevention and related issues
- Principles and practices of project management, in assigned health services operational area
- Contract negotiation, development, and management process to oversee contractual obligations
- Qualitative and quantitative research principles and methods to draft and present reports
- Principles and applications of critical thinking and analysis
- Principles and techniques in creating effective oral presentations and written reports
- General budget administration and procurement to monitor and reallocate program budgets
- Supervisory principles, practices, and techniques, including employee development, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Applicable Federal, State, and local laws, codes, and regulations relevant to the area of responsibility
- Health services operational area's service delivery model for program implementation and administration
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Administer health services programs, projects, and activities, related, but not limited to the provision of medical care, correctional health, and residential treatment services
- Prioritize multiple and competing work priorities and meeting deadlines
- Research and analyze data, formulate and articulate recommendations for most complex work assignments
- Negotiate, develop and manage contracts
- Monitor and interpret operational data, regulatory, and financial information and statistics
- Administer budgets and procurement processes, which may include negotiating contracts
- Develop and prepare reports and presentations
- Recommend and implement policies and procedures

- Resolve conflict and facilitate consensus
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands and assigning/monitoring work, as assigned
- Interpret and apply applicable laws, codes, regulations and standards (based on assignment)
- Utilize a computer and relevant software applications
- Speak effectively to diverse audiences, including clinical, professional, and the public

Education and Experience

One (1) year experience as a Health Services Analyst or its equivalent with the County of Orange.

Or

Four (4) years of professional health administration experience related to assignment.

A Bachelor's degree in public health administration, public administration, behavioral/mental health, or health related field may substitute for one (1) year of the required experience.

A Master's degree or higher in public health administration, public administration, behavioral/mental health, or health related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's License, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



HEALTH SERVICES MANAGER

Bargaining Unit: Administrative Management

Class Code:
8230MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the third in a six-level **Health Services Management Series** responsible for supervising a health services unit, larger program, or multiple smaller Public Health, Mental Health and Recovery, Medical Health Services and/or Correctional Health programs.

The Health Services Management series includes the following:

- Health Services Analyst (8228MA)
- Health Services Administrator (8229MA)
- Health Services Manager (8230MA)
- Health Services Manager, Senior (8231MA)
- Health Services Assistant Deputy Director (8232MA)
- Health Services Deputy Director (8233MA)

CLASS CHARACTERISTICS:

Incumbents supervise multiple small programs, or a single large work unit or program, typically with supervisory authority over one management-level staff and/or multiple high-level supervisory staff. Decision-making includes using discretion for program decisions to achieve management objectives, with accompanying accountability for those decisions. An individual contributor who is a designated subject matter expert and who serves as a manager of a Countywide enterprise or highly technical and specialized function without direct supervisory responsibilities may be assigned to this level.

The Health Services Manager class is distinguished from the Health Services Manager, Senior by the latter's responsibility in providing administrative direction over a major division. This class typically reports to the Health Services Manager, Senior.

As assigned, an incumbent supervises management and non-management level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Plans, coordinates, and evaluates health services programs and/or projects in areas including, but not limited to public health, mental health and recovery, correctional health and medical health.
2. Directs, coordinates, and participates in the development and implementation of program goals, objectives, policies, procedures and priorities that balance both mandated services and community needs.
3. Researches, analyzes, develops, and reviews medical, clinical, grant, and related reports, agreements, applications, presentations, and other documents.
4. Negotiates, develops, and manages contracts; and monitors and evaluates for compliance with contractual obligations.
5. Develops and maintains effective working relationships with a variety of public and private organizations, including other County departments and agencies, advocacy groups, and client organizations.
6. Prepares, administers, and monitors the program budget to ensure the accomplishment of program and service objectives within budget restrictions.
7. Prepares and presents a variety of reports and correspondence to higher-level management, staff, and the community.
8. Supervises professional, paraprofessional, and support level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
9. Ensures compliance with applicable regulations, policies, and procedures.
10. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Health services operational areas related, but not limited to laboratory management, the provision of behavioral, clinical, medical, nutrition and dental health services, disease control and epidemiology, and chronic disease testing and treatment, including current trends in education, research, treatment, prevention, and related issues
- Supervisory principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work

- Public administration and program management, including planning, implementation, evaluation, and reporting
- Organizational, personnel, budget, and fiscal management
- An assigned health services operational area's service delivery model for program implementation and administration
- Qualitative and quantitative research principles and methods
- Principles and applications of critical thinking and analysis
- Principles and techniques in drafting effective oral presentations and written reports
- Applicable Federal, State, and local laws, codes, and regulations relevant to the area of assignment
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Plan, organize, and coordinate programs and services on a comprehensive, County-wide level to meet community needs in public health, mental health and recovery, correctional health and medical health
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Oversee adherence to quality assurance and standards
- Interpret, monitor, and report financial information and statistics
- Research and analyze data, formulate, and articulate recommendations
- Prepare complex and detailed written reports, program policies, procedures, and contracts
- Maintain cooperative working relationships with management, staff, other agencies, and the community
- Exercise political acumen, tact, and diplomacy
- Interpret and apply applicable laws, codes, regulations, and standards
- Utilize a computer and relevant software applications
- Speak effectively to diverse audiences, including clinical, professional, and the public

Education and Experience

One (1) year of experience as a Health Services Administrator or its equivalent with the County of Orange.

Or

Five (5) years of professional health administration experience related to assignment; must include one (1) year of lead/supervisory experience.

A Bachelor's degree in public health administration, public administration, behavioral/mental health, or health related field may substitute for one (1) year of the required experience.

A Master's degree or higher in public health administration, public administration, behavioral/mental health, or health related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of application/date of appointment:

- License from the State of California Board of Behavioral Sciences or Board of Psychology
- State of California Public Health Microbiologist Certificate
- State of California Registered Dietitian Certificate
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



HEALTH SERVICES MANAGER, SENIOR

Bargaining Unit: MA Administrative Management

Class Code:
8231MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the fourth in a six-level **Health Services Management Series** responsible for managing a health care services function that includes multiple units and/or programs providing services related to clinical nutrition, public health laboratory management, chronic disease and wellness promotion, adult and child behavioral health, prevention and intervention, and contract management.

The Health Services Management series includes the following:

Health Services Analyst (8228MA)
Health Services Administrator (8229MA)
Health Services Manager (8230MA)
Health Services Manager, Senior (8231MA)
Health Services Assistant Deputy Director (8232MA)
Health Services Deputy Director (8233MA)

CLASS CHARACTERISTICS:

Incumbents oversee multiple highly complex health services operational functions and/or an organizational work unit exercising direct supervision to multiple management level employees, indirect supervision to additional management and/or non-management level employees, and have responsibility for significant budget/funding decisions. Decision-making includes establishing and overseeing work unit objectives and goals, exercising considerable discretion in selecting the method to address a problem or issue, and fostering collaboration among and between the work units supervised as well with work units under the direction of others.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Provides operational and technical management and direction to staff including, but not limited to one or more of the following health services areas: behavioral and mental health services; laboratory management; nutrition services; chronic disease testing and treatment; and health and wellness promotion.
2. Develops, implements, and evaluates health services and programs targeting children, youth, family, adolescent, older adult, homeless individual, maternal, refugee, and/or veteran populations; ensures compliance with strategies and performance goals; manages work systems and processes; maintains and updates procedures, and ensures compliance; researches trends and best practices; and recommends and implements changes.
3. Oversees and conducts performance evaluations, employee development, and hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff
4. Troubleshoots and resolves program or work unit issues and keeps higher-level management informed of issues/resolution.
5. Develops and administers work unit budgets and procurement processes; reviews and approves budget requests and transactions; negotiates and manages contracts; researches and analyzes financial information; makes resource allocation recommendations; and implements resource allocation decisions.
6. Oversees the preparation of medical, clinical, dental, nutrition, laboratory, grant, operational, and related reports, records, plans, contracts, proposals, and other documents; oversees the research and analysis of policy and related information; and makes recommendations to higher-level management.
7. Coordinates with the general public, service providers, vendors, internal staff, and/or external agencies; establishes and manages partnerships; convenes, facilitates, and attends meetings; and prepares and makes presentations to the public, elected officials, appointment boards, and other stakeholders.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of assigned health services operational areas related, but not limited to behavioral and mental health services, laboratory management, nutrition services, chronic disease testing and treatment, and health and wellness promotion
- Supervisory principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management

- Principles and practices of health services program planning and administration
- Principles and practices of service delivery models
- Principles and practices of project management
- Principles and practices of strategic planning and performance measurement
- Principles and practices of group facilitation and building consensus
- Principles and practices of modern procurement, and contract negotiation and administration
- Best practices, trends, and emerging technologies
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state, and local laws, codes, and regulations
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Manage the operations of assigned health services division
- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Ensure ongoing compliance with strategic plans, measure performance, and participate in the development of goals and strategic objectives
- Manage budgets and allocate resources
- Interpret, monitor, and report financial information and statistics
- Monitor and execute procurement activities for assigned work unit; and negotiate and administer contracts
- Manage large-scale complex projects and/or initiatives, enterprise projects, and/or overseeing the management of multiple projects simultaneously

- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Research, recommend, and implement industry trends, solutions, and best practices
- Author and oversee the preparation of original reports, content, documents, and presentations
- Make presentations to stakeholders, elected officials, and County leadership
- Develop and implement policies and procedures
- Facilitate group discussions and build consensus using persuasive reasoning
- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Provide customer service and resolve escalated issues
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year of experience as a Health Services Manager or its equivalent with the County of Orange.

Or

Five (5) years of professional health administration experience related to assignment; must include two (2) years of lead/supervisory experience.

A Bachelor's degree in public health administration, public administration, behavioral/mental health, or health related field may substitute for one (1) year of the required experience.

A Master's degree or higher in public health administration, public administration, behavioral/mental health, or health related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of application/date of appointment:

- License Issued by the State of California Board of Behavioral Sciences or Board of Psychology
- State of California Clinical Social Worker License

- State of California Marriage & Family Therapist License
- State of California Psychologist License
- State of California Registered Nurse License
- State of California Public Health Microbiologist Certificate
- State of California Clinical Laboratory Director Board Certification
- State of California Security Risk Assessment Certification
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



HEALTH SERVICES ASSISTANT DEPUTY DIRECTOR

Bargaining Unit: MA Administrative Management

Class Code:
8232MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the fifth in a six-level **Health Services Management Series** responsible for managing the delivery of core health care agency functions, which may include multiple divisions and units within one of the following core functions: public health, mental health and recovery, correctional health and/or medical health Services.

The Health Services Management series includes the following:

Health Services Analyst (8228MA)
Health Services Administrator (8229MA)
Health Services Manager (8230MA)
Health Services Manager, Senior (8231MA)
Health Services Assistant Deputy Director (8232MA)
Health Services Deputy Director (8233MA)

CLASS CHARACTERISTICS:

Through subordinate managers, an incumbent oversees multiple highly complex health services functions and programs which include establishing and carrying out decisions on behalf of the organization. Such decisions provide context for the work to be accomplished by subordinates supervised within the units managed. The Health Services Assistant Deputy Director class is distinguished from the Health Services Deputy Director by the latter's overall management of a Health Services Department/Division and directs all administrative and financial activities. This position reports to the Health Services Deputy Director.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Develops, implements, and evaluates health services programs, large-scale projects, and operations related, but not limited to health policy, research, and communications, and the coordination of public health, behavioral/mental health, correctional health and medical health.

2. Plans and evaluates system-wide procedures, policies, strategies, and goals; maintains, updates, and ensures procedural compliance for assigned health services programs and projects; and plans and implements process improvements.
3. Develops, administers, and oversees budgets; oversees procurement activities for the assigned health services division; reviews and approves budget requests and transactions; analyzes financial information; makes resource allocation decisions and recommendations; and ensures adherence to budgetary and other applicable regulatory requirements, policies, and procedures.
4. Oversees and conducts performance evaluations, employee development, and hiring, discipline, and termination procedures as well as directly supervises management and indirectly management professional, paraprofessional, and support staff, as assigned.
5. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains reports, records, plans, contracts, and other documents; coordinates the research and analysis of department-wide policy and related information; and makes recommendations to higher-level management.
6. Coordinates with County officials, the public, vendors, service providers, and/or external agencies; develops and manages partnerships; responds to escalated complaints and operational issues; and manages ongoing program operations and processes.
7. Convenes, facilitates, and/or attends meetings, briefings, and presentations with internal departments, commissions, Boards, and/or other external stakeholders; and prepares and makes presentations.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of health services operational areas including but not limited to health policy, research, and public health, behavioral/mental health, and medical health
- An assigned health services operational area's service delivery model for program implementation and administration
- Organizational, personnel, budget fiscal and project management
- Principles and practices of strategic planning and performance measurement
- Principles and practices of group facilitation and building consensus
- Project and contract management principles
- Qualitative and quantitative research techniques and/or methods

- Principles and techniques of preparing effective oral presentations and written reports
- Principles and practices of conflict resolution and negotiation strategies
- Applicable Federal, State, and local laws, codes, and regulations
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Manage, plan, organize and coordinate assigned health services programs, projects, and activities
- Identify strategic objectives, ensuring ongoing compliance, and measuring performance
- Manage budgets and allocate resources to achieve strategic objectives
- Interpret, monitor, and report financial information and statistics
- Supervise and evaluate staff performance, train, coach, coordinate deadlines, prioritize work demands, and assign/monitor work
- Monitor and direct procurement activities for assigned health services division
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Research and analyze industry trends, implement solutions, and best practices
- Prepare and/or direct the preparation of complex and detailed written reports, documents, and program policies, procedures
- Make presentations to stakeholders, elected officials, and County leadership
- Establish and maintain cooperative working relationships with management, staff, other agencies and the community to facilitate group discussions build consensus and resolve escalated issues
- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year of experience as a Health Services Manager, Senior or its equivalent with the County of Orange.

Or

Five (5) years of health administration management experience related to assignment, including program planning, client services, program evaluation, budget administration, or community resource coordination; must include one (1) year of supervisory experience.

A Bachelor's degree in public health administration, public administration, behavioral/mental health, or health related field may substitute for one (1) year of the required experience.

A Master's degree or higher in public health administration, public administration, behavioral/mental health, or health related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of application/date of appointment:

- License from the State of California Board of Behavioral Sciences or Board of Psychology
- State of California Public Health Microbiologist Certificate
- State of California Registered Dietitian Certificate
- State of California Clinical Social Worker License
- State of California Marriage & Family Therapist License
- State of California Psychologist License
- State of California Registered Nurse License
- State of California Clinical Laboratory Director Board Certification
- State of California Security Risk Assessment Certification
- IS-702.A. National Incident Management System (NIMS) Public Information Systems Certificate
- IS-706 National Incident Management System (NIMS) Intrastate Mutual Aid - An Introduction Certificate
- IS-800.B. National Incident Management System (NIMS) National Response Framework, An Introduction Certificate
- State of California Emergency Medical Technician Certificate, Paramedic License, Nurse License, or Medical Doctor License
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



HEALTH SERVICES DEPUTY DIRECTOR

Bargaining Unit: MA Admin Management

Class Code:
8233MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the sixth in a six-level **Health Services Management Series** responsible for managing delivery of core health care agency functions, which may include multiple divisions and units within one of the following core functions: Public Health, Mental Health and Recovery, Correctional Health or Medical Health Services.

The Health Services Management series includes the following:

Health Services Analyst (8228MA)
Health Services Administrator (8229MA)
Health Services Manager (8230MA)
Health Services Manager, Senior (8231MA)
Health Services Assistant Deputy Director (8232MA)
Health Services Deputy Director (8233MA)

CLASS CHARACTERISTICS:

Through subordinate managers, an incumbent oversees multiple divisions or programs that include making broad policy decisions and recommendations to the department head or County executive team. Work includes making interpretive decisions on behalf of the organization regarding the means for executing the goals established by the relevant executives and governing body subject to constraints imposed by available technology and resources. Such interpretive decisions provide context for the work to be accomplished by subordinates supervised within the units managed.

The Health Services Deputy Director class is distinguished from the Health Services Manager, Senior by the latter assists in the overall management of a Health Services Department/Division and directs all administrative and financial activities. This class is further distinguished from the Health Services Assistant Deputy Director in that the Health Services Deputy Director acts and represents all the Health Services Department/Division and. This class reports to the Executive Manager or Chief over a Health Services Department/Division.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Develops, implements, and evaluates health services programs, large-scale projects, and operations related, but not limited to health policy, research, and communications, and the coordination of public health, behavioral/mental health, correctional health and medical health services.
2. Plans and evaluates system-wide procedures, policies, strategies, and goals; maintains, updates, and ensures procedural compliance for assigned health services programs and projects; and plans and implements process improvements.
3. Develops, administers, and oversees budgets; oversees procurement activities for the assigned health services division; reviews and approves budget requests and transactions; analyzes financial information; makes resource allocation decisions and recommendations; and ensures adherence to budgetary and other applicable regulatory requirements, policies, and procedures.
4. Oversees and conducts performance evaluations, employee development, and hiring, discipline, and termination procedures as well as directly and indirectly supervises management, professional, paraprofessional, and support staff, as assigned.
5. Oversees the preparation of and/or prepares, reviews, and/or maintains reports, records, plans, contracts, and other documents; coordinates the research and analysis of department-wide policy and related information; and makes recommendations to higher-level management.
6. Coordinates with County officials, the public, vendors, service providers, and/or external agencies; develops and manages partnerships; responds to escalated complaints and operational issues; and manages ongoing program operations and processes.
7. Convenes, facilitates, and/or attends meetings, briefings, and presentations with internal departments, commissions, Boards, and/or other external stakeholders; and prepares and makes presentations.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of health services operational areas including but not limited to health policy, research, and communications, and public health, behavioral/mental health, correctional health and medical health services

- An assigned health services operational area's service delivery model for program implementation and administration
- Organizational, personnel, budget, fiscal and project management
- Principles and practices of strategic planning and performance measurement
- Principles and practices of group facilitation and building consensus
- Project and contract management principles
- Qualitative and quantitative research techniques and methods
- Principles and techniques of preparing effective oral presentations and written reports
- Principles and practices of conflict resolution and negotiation strategies
- Applicable Federal, State, and local laws, codes, and regulations
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Manage, plan, organize and coordinate assigned health services programs, projects, and activities
- Identify strategic objectives, ensuring ongoing compliance, and measuring performance
- Manage budgets and allocate resources to achieve strategic objectives
- Interpret, monitor, and report financial information and statistics
- Supervise and evaluate staff performance, train, coach, coordinate deadlines, prioritize work demands, and assign/monitor work
- Monitor and direct procurement activities for assigned health services division
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Research and analyze industry trends and implement solutions, and best practices
- Prepare and/or direct the preparation of complex and detailed reports, documents, and program policies, procedures
- Make presentations to stakeholders, elected officials, and County leadership
- Develop and implement policies and procedures
- Establish and maintain cooperative working relationships with management, staff, other agencies and the community to facilitate group discussions, build consensus and resolved escalated issues

- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills to facilitate interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year of experience as a Health Services Assistant Deputy Director or its equivalent with the County of Orange.

Or

Six (6) years of health administration management experience related to assignment, including program planning, client services, program evaluation, budget administration, or community resource coordination; must include two (2) years of supervisory experience.

A Bachelor's degree in public health administration, public administration, behavioral/mental health, or health related field may substitute for one (1) year of the required experience.

A Master's degree or higher in public health administration, public administration, behavioral/mental health, or health related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of application/date of appointment:

- License from the State of California Board of Behavioral Sciences or Board of Psychology
- State of California Public Health Microbiologist Certificate
- State of California Registered Dietitian Certificate
- State of California Clinical Social Worker License
- State of California Marriage & Family Therapist License
- State of California Psychologist License
- State of California Registered Nurse License
- State of California Clinical Laboratory Director Board Certification
- State of California Security Risk Assessment Certification
- IS-702.A. National Incident Management System (NIMS) Public Information Systems Certificate
- IS-706 National Incident Management System (NIMS) Intrastate Mutual Aid - An Introduction Certificate
- IS-800.B. National Incident Management System (NIMS) National Response Framework, An Introduction Certificate

- State of California Emergency Medical Technician Certificate, Paramedic License, Nurse License, or Medical Doctor License
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



HUMAN RESOURCES ANALYST

Bargaining Unit: MA Administrative Manager Unit

Class Code:
8234MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the first level in a six-level **Human Resources Management Series** responsible for performing journey-level human resources analysis and/or program administration in an assigned area of human resources, such as benefits, classification, compensation, employee relations, labor relations, personnel records, and/or recruitment and selection, or supervising a human resources unit of non-management staff performing transactional, or processing activities, such as records management.

The Human Resources Management series includes the following:

Human Resources Analyst (8234MA)

Human Resources Administrator (8235MA)

Human Resources Manager (8236MA)

Human Resources Manager, Senior (8237MA)

Human Resources Assistant Deputy Director (8238MA)

Human Resources Deputy Director (8239MA)

CLASS CHARACTERISTICS:

An incumbent performs journey-level professional and technical human resources work, or assists with program administration or supervision, which may include providing training and work review to employees at the same level, or serving as a supervisor to non-management exempt employees, multiple contractors, or temporary staff who are assigned to assist with the work being performed. Decision-making includes selecting the method to address a problem or issue, subject to the constraints established by management objectives and direction, and making recommendations for management objectives and program administration. Human Resources Analyst is distinguished from the Human Resources Administrator class by the latter's performance of more complex, technical and/or specialized assignments requiring thorough analysis, extensive research, complicated solutions, and/or interdepartmental coordination.

As assigned, an incumbent may serve as a lead worker, assigning work and monitoring work completion; or supervise staff, volunteers, and/or contractors. Supervision of staff includes conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Establishes research criteria; gathers personnel, regulatory, financial, and related information and/or leads the information gathering process; collects and analyzes information/data; and uses technical and analytical expertise to develop findings and provide recommendations to higher-level staff.
2. Assists with the administration of programs, projects or specific functional areas of large complex human resources programs; plans and conducts studies, surveys, training sessions, and investigations; assists with project or program budget administration and procurement activities.
3. Assists with the management of assigned human resources operational activities including the identification of business processes and opportunities for continuous improvement, drafting of operational policies and procedures, measurement and analysis of performance indicators and provides information regarding employment policies, procedures, laws and regulations.
4. Researches and develops original reports, materials, and other documents; reviews materials prepared by others; and makes presentations, as assigned.
5. Responds to inquiries and/or complaints from vendors, the general public, internal staff, and/or external agencies; troubleshoots program-related operational issues; and facilitates and/or attends meetings.
6. As assigned, serves as a lead worker, or supervises staff, volunteers, and/or contractors, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
7. Administers and ensures compliance with applicable personnel and related regulations, policies, contracts, and procedures.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of assigned area of human resources, including, but not limited to, benefits, classification, compensation, employee relations, labor relations, personnel records, and/or recruitment and selection.
- Principles and practices of human resource project and program administration
- Applicable federal, state and local laws, codes, regulations governing employment practices
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Techniques of job analysis for position classification, recruitment, and selection
- Principles and techniques of effective oral presentations and written reports

- Principles and practices of modern budget administration and procurement
- Supervisory principles, practices and techniques, including employee development, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of conflict resolution and negotiation strategies
- Best practices, trends and emerging technologies
- Service delivery principles and practices
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Effectively administer r benefits, classification, compensation, employee relations, labor relations, personnel records, and/or recruitment and selection
- Effectively apply employment policies, procedures, regulations and laws related to employment
- Prioritize multiple competing work priorities and meet deadlines
- Research and analyze data, formulate issues and articulate recommendations
- Monitor and interpret human resources data, regulatory and financial information and statistics
- Administer budgets and procurement processes, which may include negotiating contracts
- Develop and prepare reports and presentations
- Recommend and implement policies and procedures
- Resolve conflict and facilitate consensus
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands and assigning/monitoring work, as assigned
- Provide customer service
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills as applied to interaction with coworkers, supervisors, the general public and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Three (3) years of professional level human resources analytical experience related to assignment.

A Bachelor's degree in human resources, business, public administration, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in human resources, business, public administration, or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher, may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



HUMAN RESOURCES ADMINISTRATOR

Bargaining Unit: MA Administrative Manager Unit

Class Code:
8235MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the second level in a six-level **Human Resources Management Series** responsible for performing advanced analytical human resources work in the areas of benefits, classification, compensation, employee relations, labor relations, personnel records, and/or recruitment and selection, or supervising a large or specialized human resources unit of non-management exempt level staff.

The Human Resources Management series includes the following:

Human Resources Analyst (8234MA)
Human Resources Administrator (8235MA)
Human Resources Manager (8236MA)
Human Resources Manager, Senior (8237MA)
Human Resources Assistant Deputy Director (8238MA)
Human Resources Deputy Director (8239MA)

CLASS CHARACTERISTICS:

An incumbent performs advanced journey-level analytical human resources work and/or program administration, which includes performing the most complex individual contributor work assignments or supervision of a larger more specialized program/function. Incumbents may supervise multiple staff engaged in non-management work, provide training and work review for same level management staff, or supervise/lead lower level management staff assigned to help support and coordinate the program and/or work unit. Decision-making includes providing input into management objectives and selecting the method to address a problem or issue, subject to the constraints established by management objectives and direction.

As assigned, an incumbent may serve as a lead worker, assigning work and monitoring work completion; or supervise staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Establishes research criteria; gathers human resources, regulatory, and financial information and/or leads the information gathering process; conducts the more difficult studies and analyses of programs and procedures; analyzes information, and uses technical and analytical expertise to develop findings and provide recommendations to higher-level management.
2. Administers programs, projects or specific functional areas of large, complex human resources programs related, but not limited, to benefits, classification, compensation, employee relations, labor relations, personnel records, and/or recruitment and selection; plans and conducts studies, surveys, training sessions, and investigations; administers program/project budget and procurement activities.
3. As assigned, supervises exempt level staff performing complex, specialized technical, investigatory, or analytical human resources activities; assists with overall operational management of a human resources work unit including the identification of business processes and opportunities for continuous improvement, drafting of operational policies and procedures, measurement and analysis of performance indicators, and consultation regarding the application of employment policies, procedures, laws and regulations.
4. Consults with and provides advice and guidance to departments in the more sensitive matters of program administration.
5. Researches and develops original reports, materials, and other documents; serves as technical subject matter expert; reviews materials prepared by others; makes presentations, as assigned.
6. Responds to inquiries and/or complaints from vendors, the general public, internal staff, and/or external agencies; troubleshoots program-related operational issues; and facilitates and/or attends meetings.
7. As assigned, serves as a lead worker, or supervises staff, volunteers, and/or contractors, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of assigned human resources operational area(s), including, but not limited to, benefits, classification, compensation, employee relations, labor relations, personnel records, and/or recruitment and selection
- Principles and practices of human resources project and program administration
- Applicable Merit System Rules, Memoranda of Understanding (MOU), federal, state and local laws, codes, and regulations governing employment practices
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis

- Principles and techniques of effective oral presentations and written reports
- Principles and practices of modern budget administration and procurement
- Supervisory principles, practices and techniques, including employee development, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of conflict resolution and negotiation strategies
- Best practices, trends and emerging technologies
- Service delivery principles and practices
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Effectively administer benefits, classification, compensation, employee relations, labor relations, personnel records, and/or recruitment and selection program and activities
- Effectively applying employment policies, procedures, regulations and laws related to employment
- Provide counsel and policy interpretation to employees, supervisors and managers
- Prioritize multiple competing work priorities and meet deadlines
- Research and analyze data, formulating issues and articulating recommendations
- Monitor and interpret human resources data, regulatory and financial information and statistics
- Administer budgets and procurement processes, which may include negotiating contracts
- Develop and prepare reports and presentations
- Recommend and implement policies and procedures
- Resolve conflict and facilitate consensus
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands and assigning/monitoring work, as assigned
- Provide customer service
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills as applied to interaction with coworkers, supervisors, the general public and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Human Resources Analyst or its equivalent with the County of Orange.

Or

Four (4) years of professional level human resources analytical experience related to assignment.

A Bachelor's degree in human resources, business, public administration, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in human resources, business, public administration, or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher, may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



HUMAN RESOURCES MANAGER

Bargaining Unit: MA Administrative Manager Unit

Class Code:
8236MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the third level in a six-level **Human Resources Management Series** devoted to managing a unit supporting a Countywide human resources function or a human resources unit for a County department, which may include supervision of classification and compensation, recruitment, training, employee and labor relations, and/or employee benefits.

The Human Resources Management series includes the following:

Human Resources Analyst (8234MA)

Human Resources Administrator (8235MA)

Human Resources Manager (8236MA)

Human Resources Manager, Senior (8237MA)

Human Resources Assistant Deputy Director (8238MA)

Human Resources Deputy Director (8239MA)

CLASS CHARACTERISTICS:

Incumbents exercise supervisory authority over at least two or more management-level staff and may manage multiple small programs or a single large work unit or program. Decision-making includes using discretion for program decisions to achieve management objectives, with accompanying accountability for those decisions. An individual contributor who is a designated subject matter expert and who serves as a manager of a Countywide, enterprise or highly technical and specialized human resources function, without direct supervisory responsibilities may be assigned to this level.

As assigned, an incumbent supervises management and non-management staff including conducting performance evaluations, coordinating training, and implementing hiring, and discipline and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Supervises professional, paraprofessional and support level human resources staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
2. Plans, coordinates, and evaluates assigned human resources projects and operations for multiple small programs or a large human resources work unit/program; prepares and administers ongoing daily operations to comply with strategic goals and preferred outcomes; manages program planning and resource deployment; ensures compliance with applicable regulations, policies, procedures, quality and performance standards.
3. Researches, analyzes, develops, and reviews original reports, materials, presentations, contracts, and other documents; develops and makes recommendations to higher-level staff.
4. Interprets and applies employment policies, procedures, laws and regulations and advises employees, supervisors and management regarding compliance.
5. Establishes partnerships; coordinates with vendors, the general public, internal staff, and/or external agencies; leads and/or serves on work groups; and convenes, facilitates and/or attends meetings.
6. Manages procurement and budget for assigned program(s); monitors and approves inventory and procurement processes; prepares and reviews budget requests; researches and reviews funding opportunities; collects and analyzes financial information; and makes budgetary and financial recommendations to higher-level staff.
7. Ensures a healthy and safe work environment; and ensures compliance with applicable regulations, policies, and procedures.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Supervisory principles, practices and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of assigned human resources function, including, but not limited to, classification and compensation, benefits, employee development, compliance, employee and labor relations, and HRIS
- Applicable federal, state and local laws, codes, regulations governing employment practices
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management
- Principles and practices of human resource program planning and administration

- Service delivery principles and practices
- Project and contract management principles
- Principles and practices of conflict resolution
- Principles and practices of negotiation strategies
- Best practices, trends and emerging technologies
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands and assigning/monitoring work
- Manage and implement assigned human resources programs and projects
- Effectively apply policies, procedures, regulations and laws related to employment
- Interpret policies and procedures, rules, regulations and laws for employees, supervisors and managers
- Oversee adherence to quality assurance and standards
- Interpret, monitor and report financial information and statistics
- Research industry trends, solutions and best practices
- Compile and analyze data, formulate issues and articulate recommendations
- Author and prepare original reports, content, documents and presentations
- Recommend, develop and implement human resources program policies and procedures
- Facilitate groups and build consensus using persuasive reasoning
- Exercise political acumen, tact and diplomacy

- Provide customer service
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills as applied to interaction with coworkers, supervisors, the general public and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Human Resources Administrator or its equivalent with the County of Orange.

Or

Five (5) years of professional human resources analytical experience related to assignment; must include one (1) year of lead/supervisory experience.

A Bachelor's degree in human resources, business, public administration, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in human resources, business, public administration, or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher, may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



HUMAN RESOURCES MANAGER, SENIOR

Bargaining Unit: MA Administrative Manager Unit

Class Code:
8237MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the fourth level in a six-level **Human Resources Management Series** devoted to leading a full-service human resources unit for a complex mega-sized department or specialized Division of the Human Resource Services Department (HRS).

The Human Resources Management Series includes the following:

Human Resources Analyst (8234MA)

Human Resources Administrator (8235MA)

Human Resources Manager (8236MA)

Human Resources Manager, Senior (8237MA)

Human Resources Assistant Deputy Director (8238MA)

Human Resources Deputy Director (8239MA)

CLASS CHARACTERISTICS:

Incumbents provide first-level (direct) supervision to multiple management level employees, indirect supervision to additional management and/or non-management level employees, and have responsibility for significant budget/funding levels. Decision-making includes establishing work unit objectives and goals, exercising considerable discretion in selecting the method to address a problem or issue, and fostering collaboration among and between the work units supervised as well with work units under the direction of others.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, and discipline and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Oversees the conduct of, or conducts, performance evaluations, employee development, hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional and support staff, as assigned.
2. Provides operational and technical management and direction to assigned human resources staff including, but not limited to, one or more of the following areas: employee relations, Workers' Compensation, performance management, training and development, classification and compensation, succession/workforce planning, EEO investigations, recruitment, employee and labor relations, and records.
3. Troubleshoots and resolves program or work unit issues and keeps higher-level management informed of issues/resolution; interprets and applies employment policies, procedures, laws and regulations and advises employees, supervisors and management regarding compliance.
4. Develops, implements, and evaluates assigned human resources services and programs to ensure compliance with strategies and performance goals; manages work systems and processes; maintains and updates procedures, and ensures compliance; researches trends and best practices; and recommends and implements changes.
5. Develops and administers work unit budgets and procurement processes; reviews and approves budget requests and transactions; negotiates and manages contracts; researches and analyzes financial information; makes resource allocation recommendations; and implements resource allocation decisions.
6. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains reports, records, plans, and other documents; oversees the research and analysis of policy and related information; and makes recommendations on policy and programmatic process improvements to higher-level staff.
7. Establishes and manages partnerships; coordinates with the general public, internal staff, and/or external agencies; convenes, facilitates and attends meetings; and prepares and makes presentations to the public, elected officials, appointment boards and other stakeholders.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Supervisory principles, practices and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of assigned human resource function, including, but not limited to, employee relations, training and development, classification and compensation, succession/workforce planning, EEO investigations, recruitment, HRIS, employee and labor relations, and records management
- Applicable federal, state and local laws, codes, regulations, policies and procedures governing employment practices

- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management
- Principles and practices of human resources program planning and administration
- Service delivery principles and practices
- Principles and practices of project management
- Principles and practices of strategic planning and performance measurement
- Principles and practices of group facilitation and building consensus
- Principles and practices of modern procurement and contract negotiation and administration
- Best practices, trends and emerging technologies
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Principles and practices of conflict resolution and negotiation strategies
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Manage the operations of assigned human resources services and programs
- Ensure ongoing compliance with strategic objectives and measuring performance; participating in the development of goals and strategic objectives
- Analyze and interpret employment rules, regulations, policies, procedures and laws, determining impact and advising others
- Manage budgets and allocate resources
- Interpret, monitor and report financial information and statistics

- Monitor and execute procurement activities for assigned work unit; and negotiating and administering contracts
- Manage large-scale complex human resources projects and/or initiatives, enterprise projects, and/or overseeing the management of multiple projects simultaneously
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Research, recommend and implement industry trends, solutions and best practices
- Author and oversee the preparation of original reports, content, documents and presentations
- Make presentations to stakeholders, elected officials and County leadership
- Develop and implement policies and procedures
- Facilitate group discussions and build consensus using persuasive reasoning
- Exercise political acumen, tact and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public and internal leadership
- Interpret and apply applicable laws, codes, regulations and standards
- Provide customer service and resolving escalated issues
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills as applied to interaction with coworkers, supervisors, the general public and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Human Resources Manager or its equivalent with the County of Orange.

Or

Five (5) years of professional human resources analytical experience related to assignment; must include two (2) years of lead/supervisory experience.

A Bachelor's degree in human resources, business, public administration, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in human resources, business, public administration, or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher, may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



HUMAN RESOURCES ASSISTANT DEPUTY DIRECTOR

Bargaining Unit: MA Administrative Manager Unit

Class Code:
8238MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the fifth in a six-level **Human Resources Management Series** devoted to managing one or more major Countywide human resources functions and serving as part of the leadership team of the County's Chief Human Resources Officer.

The Human Resources Management series includes the following:

Human Resources Analyst (8234MA)

Human Resources Administrator (8235MA)

Human Resources Manager (8236MA)

Human Resources Manager, Senior (8237MA)

Human Resources Assistant Deputy Director (8238MA)

Human Resources Deputy Director (8239MA)

CLASS CHARACTERISTICS:

Incumbent reports directly to the Deputy Director and serves as a second, third, or higher-level supervisor with one or more Senior Manager level direct reports over multiple department human resources units and functions. An incumbent has middle management level responsibilities that include making broad policy decisions and recommendations to the Deputy Director, department head, or County executive team, and making interpretive decisions on behalf of the organization regarding the means for executing the goals established by the relevant executives and governing body subject to constraints imposed by available technology and resources. Such interpretive decisions provide context for the work to be accomplished by subordinates supervised within the units managed.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Manages and provides operational and technical direction to human resources managers and staff including, but not limited to one or more of the following areas: recruitment and selection, personnel records, employee relations, classification, and benefits.
2. Oversees, administers, and evaluates human resources services, programs, large-scale projects, and operations; plans and evaluates system-wide procedures, policies, strategies and goals; maintains, updates, and ensures procedural compliance for programs and projects; and plans and implements process improvements.
3. Administers and oversees budgets; administers procurement activities for assigned human resources division; reviews budget requests and transactions; researches and analyzes financial information; makes resource allocation decisions and recommendations; and ensures adherence to budgetary and other applicable requirements, policies, and procedures.
4. Assess impacts and requirements of employment laws, regulations, policies and procedures on County operations. Provides advice and consulting to managers and supervisors on the more complex employment issues.
5. Administers the preparation of and/or prepares, reviews, designs, and/or maintains reports, records, plans, contracts, and other documents; coordinates the research and analysis of department-wide policy and related information; and proposes recommendations to higher-level staff.
6. Convenes, facilitates and/or attends meetings, briefings, and presentations with internal departments, law enforcement, emergency services, and/or other stakeholders; and prepares and makes presentations.
7. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Supervisory principles, practices and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of human resources
- Applicable federal, state and local laws, codes, regulations, policies and procedures governing employment practices
- Principles and practices of modern business management
- Principles and practices of human resources program planning and administration
- Service delivery principles and practices
- Principles and practices of group facilitation and building consensus

- Best practices, trends and emerging technologies
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Principles and practices of conflict resolution and negotiation strategies
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Plan and manage an assigned human resources division, services, and programs
- Identify strategic objectives, ensure ongoing compliance, and measuring performance
- Analyze and interpret employment rules, regulations, policies, procedures and laws, determining impact and ensuring County compliance
- Interpret, monitor, and report financial information and statistics
- Monitor and direct procurement activities for assigned human resources division
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Review research and implement industry trends, solutions and best practices
- Author and oversee the preparation of original reports, content, documents and presentations
- Make presentations to stakeholders and County leadership
- Develop and implement policies and procedures
- Facilitate group discussions and build consensus using persuasive reasoning
- Exercise political acumen, tact and diplomacy
- Collaborate with program stakeholders, the public, and internal leadership
- Provide customer service and resolve escalated issues

- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills as applied to interaction with coworkers, supervisors, the general public and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Human Resources Manager, Senior or its equivalent with the County of Orange.

Or

Five (5) years of human resources analytical management experience related to assignment; must include one (1) year of supervisory experience.

A Bachelor's degree in human resources, business, public administration, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in human resources, business, public administration, or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher, may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



HUMAN RESOURCES DEPUTY DIRECTOR

Bargaining Unit: MA Administrative Manager Unit

Class Code:
8239MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the sixth in a six-level **Human Resources Management Series** devoted to managing one or more major Countywide human resources functions and serving as part of the leadership team of the County's Chief Human Resources Officer.

The Human Resources Management series includes the following:

Human Resources Analyst (8234MA)

Human Resources Administrator (8235MA)

Human Resources Manager (8236MA)

Human Resources Manager, Senior (8237MA)

Human Resources Assistant Deputy Director (8238MA)

Human Resources Deputy Director (8239MA)

CLASS CHARACTERISTICS:

An incumbent serves as a second level or higher supervisor over multiple units and functions typically considered an organizational subset of a department. An incumbent has middle management level responsibilities that include making broad policy decisions and recommendations to the department head or County executive team, and making interpretive decisions on behalf of the organization regarding the means for executing the goals established by the relevant executives and governing body subject to constraints imposed by available technology and resources. Such interpretive decisions provide context for the work to be accomplished by subordinates supervised within the units managed.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Oversees the conduct of, or conducts, performance evaluations, employee development, hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional and support staff, as assigned.
2. Develops, implements, and evaluates human resources services, programs, large-scale projects, and operations; plans and evaluates system-wide procedures, policies, strategies and goals; maintains, updates, and ensures procedural compliance for programs and projects; and plans and implements process improvements.
3. Develops, administers and oversees budgets; oversees procurement activities for assigned human resources division; reviews and approves budget requests and transactions; researches and analyzes financial information; makes resource allocation decisions and recommendations; and ensures adherence to budgetary and other applicable requirements, policies, and procedures.
4. Assess impacts and requirements of employment laws, regulations, policies and procedures on County operations; advises leadership of impacts and ensures compliance. Provides advice and consulting to managers and supervisors on most complex employment issues.
5. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains reports, records, plans, contracts, and other documents; coordinates the research and analysis of department-wide policy and related information; and makes recommendations to higher-level staff.
6. Coordinates with County officials, the public, and internal staff, departments, and/or external agencies; develops and manages partnerships; convenes, facilitates and leads meetings; responds to escalated complaints and troubleshoots operational issues; and manages ongoing program operations and processes.
7. Convenes, facilitates and/or attends meetings, briefings, and presentations with internal departments, commissions, Boards, tenants, law enforcement, emergency services, security, and/or other external stakeholders; and prepares and makes presentations.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Supervisory principles, practices and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of human resources
- Applicable federal, state and local laws, codes, regulations, policies and procedures governing employment practices
- Principles and practices of modern business management

- Principles and practices of budgeting and fiscal management; working knowledge of fund accounting
- Principles and practices of human resources program planning and administration
- Service delivery principles and practices
- Principles and practices of group facilitation and building consensus
- Project and contract management principles
- Best practices, trends and emerging technologies
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Principles and practices of conflict resolution and negotiation strategies
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Plan and manage an assigned human resources division, services, and programs
- Identify strategic objectives, ensure ongoing compliance, and measuring performance
- Analyze and interpret employment rules, regulations, policies, procedures and laws, determining impact and ensuring County compliance
- Manage budgets and allocate resources to achieve strategic objectives
- Interpret, monitor, and report financial information and statistics
- Monitor and direct procurement activities for assigned human resources division
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Review research and implement industry trends, solutions and best practices
- Author and oversee the preparation of original reports, content, documents and presentations

- Make presentations to stakeholders, elected officials and County leadership
- Develop and implement policies and procedures
- Facilitate group discussions and build consensus using persuasive reasoning
- Exercise political acumen, tact and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public and internal leadership
- Provide customer service and resolve escalated issues
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills as applied to interaction with coworkers, supervisors, the general public and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Human Resources Assistant Deputy Director or its equivalent with the County of Orange.

Or

Six (6) years of human resources analytical management experience related to assignment; must include two (2) years of supervisory experience.

A Bachelor's degree in human resources, business, public administration, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in human resources, business, public administration, or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher, may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



HUMAN SERVICES ANALYST

Bargaining Unit: MA Admin Management

Class Code:
8240MA

COUNTY OF ORANGE

Established Date: 3/10/2023

DEFINITION:

This class is the first in a five-level **Human Services Management Series** responsible for reviewing and analyzing regulations, developing policies and procedures, overseeing childcare or aging programs, ensuring program compliance through fraud detection, assisting/overseeing contracted providers, and monitoring and reporting program performance.

The Human Services Management series includes the following:

Human Services Analyst (8240MA)

Human Services Administrator (8241MA)

Human Services Manager (8242MA)

Human Services Manager, Senior (8243MA)

Human Services Deputy Director (8244MA)

CLASS CHARACTERISTICS:

An incumbent performs journey-level analysis, or assists with program administration or supervision of a work unit, which may include providing training and work review to employees at the same level, or serves as a supervisor to one non-management exempt employee, multiple contractors, or temporary staff who are assigned to assist with the work being performed. Decision-making includes selecting the method to address a problem or issue, subject to the constraints established by management objectives and direction, and making recommendations for management objectives and program administration.

As assigned, an incumbent may serve as a lead worker, assigning work and monitoring work completion; or supervise staff, volunteers, and/or contractors. Supervision of staff includes conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Establishes research criteria, gathers information related to regulatory and policy changes for assigned human services programs, analyzes information, and uses technical and analytical expertise to implement program changes and provide recommendations to program providers, contractors, and other internal and external staff.

2. Assists with the administration of less complex human services programs, projects or specific functional areas of large complex human services programs, related, but not limited, to senior, veterans, adults, caregivers, and family services; assists with project or program budget administration; and ensures program operations comply with applicable program and related funding requirements, regulations, policies, and procedures.
3. Facilitates and/or attends meetings; makes referrals; troubleshoots program-related operational issues; and responds to inquiries and/or complaints from program providers, vendors, social workers, the general public, internal staff, and/or external agencies.
4. Researches and develops original reports, materials, contracts, manuals, guides, grant applications, and other documents; reviews materials prepared by others; makes presentations, as assigned.
5. Assists with the management of operational activities including the identification of business processes and opportunities for continuous improvement, drafting of operational policies and procedures, and measurement and analysis of performance indicators.
6. As assigned, serves as a lead worker, or supervises staff, volunteers, and/or contractors, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
7. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of human services programs, such as, but not limited to, senior, veterans, adults, caregivers, and family services
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and practices of project and human services program administration
- Applicable federal, state and local laws, codes, regulations (based on assignment)
- Principles and techniques of effective oral presentations and written reports
- Principles and practices of modern budget administration and procurement
- Supervisory principles, practices and techniques, including employee development, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Service delivery principles and practices

- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Effectively administer human services programs and activities
- Research and analyze data, formulate issues and articulate recommendations
- Monitor and interpret operational data, regulatory and financial information and statistics
- Interpret and apply applicable laws, codes, regulations and standards (based on assignment)
- Prioritize multiple compete work priorities and meet deadlines
- Administer budgets and negotiate contracts
- Develop and prepare reports and presentations
- Recommend and implement policies and procedures
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands and assigning/monitoring work, as assigned
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills as applied to interaction with coworkers, supervisors, the general public and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Three (3) years of professional human services/social services experiences related to the assignment.

A Bachelor's degree in social work, human services, psychology, business or public administration or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in social work, human services, psychology, business or public administration or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



HUMAN SERVICES ADMINISTRATOR

Bargaining Unit: MA Admin Management

Class Code:
8241MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the second in a five-level **Human Services Management Series** responsible for serving as an assistant manager of an assigned region or supervising multiple non-exempt level staff in a support program such as complaint resolutions or information and assistance.

The Human Services Management series includes the following:

Human Services Analyst (8240MA)

Human Services Administrator (8241MA)

Human Services Manager (8242MA)

Human Services Manager, Senior (8243MA)

Human Services Deputy Director (8244MA)

CLASS CHARACTERISTICS:

An incumbent performs advanced journey-level analytical work and/or program administration, which includes performing the most complex individual contributor work assignments or supervision of a smaller program/function. Incumbents may supervise multiple staff engaged in non-management work, provide training and work review for same level management staff, or supervise one management level staff assigned to help support and coordinate the program and/or work unit. Decision-making includes providing input into management objectives and selecting the method to address a problem or issue, subject to the constraints established by management objectives and direction.

As assigned, an incumbent may serve as a lead worker, assigning work and monitoring work completion; or supervise staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Establishes research criteria; gathers information related to regulatory and policy changes, and related program statistics, and/or leads the information gathering process; analyzes information; uses technical and analytical expertise to develop findings; leads the implementation of operational changes; and provides recommendations to higher-level staff.

2. Administers smaller, less complex human services programs, projects or specific functional areas of large complex human services assistance programs supporting groups such as, but not limited to, older adults, veterans, adults, homeless individuals, and families; plans and conducts needs assessments, projects and related assignments.
3. As assigned, supervises transactional, investigatory or processing human services operational activities performed by non-exempt staff; assists with overall operational management of a work unit including the identification of business processes and opportunities for continuous improvement, drafting of operational policies and procedures, and measurement and analysis of performance indicators.
4. Administers program/project budget and procurement activities; negotiates contracts; and ensures program operations comply with applicable program and related funding requirements, regulations, policies, and procedures.
5. Researches and develops original reports, materials, contracts, grant applications, and other documents; serves as technical subject matter expert; reviews materials prepared by others; makes presentations, as assigned.
6. Responds to inquiries, claims, and/or complaints from program participants, vendors, regional officers, contracted partners, the public, and other internal staff, and/or external agencies; troubleshoots escalated and other program-related operational issues; and facilitates and/or attends meetings.
7. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of human services assistance programs, such as, but not limited to, senior, veterans, adults, caregivers, housing, and family services
- Principles and practices of human services project and program administration
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Applicable federal, state and local laws, codes, regulations (based on assignment)
- Principles and techniques of effective oral presentations and written reports
- Principles and practices of modern budget administration and procurement
- Principles and practices of conflict resolution and negotiation strategies
- Service delivery principles and practices
- Supervisory principles, practices and techniques, including employee development, coordinating deadlines, prioritizing work demands, and assigning/monitoring work

- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Effectively administer assigned human services programs and activities
- Research and analyze data, formulate issues and articulate recommendations
- Monitor and interpret operational data, regulatory and financial information and statistics
- Interpret and apply applicable laws, codes, regulations and standards (based on assignment)
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands and assigning/monitoring work, as assigned
- Administer budgets and procurement processes, which may include negotiate contracts
- Develop and prepare reports and presentations
- Recommend and implement policies and procedures
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills as applied to interaction with coworkers, supervisors, the general public and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Human Services Analyst or its equivalent with the County of Orange.

Or

Four (4) years of professional human services/social services experience related to assignment.

A Bachelor's degree in social work, human services, psychology, business or public administration or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in social work, human services, psychology, business or public administration or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



HUMAN SERVICES MANAGER

Bargaining Unit: MA Admin Management

Class Code:
8242MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the third in a five-level **Human Services Management Series** responsible for managing multiple social service programs, such as, but not limited to, refugee social services, child support enforcement, veteran's services, children and family resources, and court-related programs; developing policies and procedures; and overseeing contractors and service providers.

The Human Services Management series includes the following:

Human Services Analyst (8240MA)

Human Services Administrator (8241MA)

Human Services Manager (8242MA)

Human Services Manager, Senior (8243MA)

Human Services Deputy Director (8244MA)

CLASS CHARACTERISTICS:

Incumbents exercise supervisory authority over at least two or more management-level staff and may manage multiple smaller programs. Decision-making includes using discretion for program decisions to achieve management objectives, with accompanying accountability for those decisions. An individual contributor who is a designated subject matter expert and who serves as a manager of a Countywide, enterprise or highly technical and specialized function, without direct supervisory responsibilities may be assigned to this level.

As assigned, an incumbent supervises management and non-management level staff including conducting performance evaluations, coordinating training, and implementing hiring, and discipline and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Plans, coordinates, and evaluates operations and processes for assigned human services assistance programs and/or projects; prepares and administers ongoing daily operations to comply with strategic goals and preferred outcomes; manages program planning and resource deployment; ensures compliance with applicable regulations, mandates, policies, procedures, quality and performance standards.

2. Researches, analyzes, develops, and reviews original reports, materials, presentations, contracts, and other documents; develops and makes recommendations to higher-level staff.
3. Establishes partnerships; coordinates with County staff, vendors, the general public, internal staff, and/or external agencies; convenes, facilitates and/or attends meetings.
4. Manages procurement and budget for assigned program(s); monitors and approves inventory and procurement processes; prepares and reviews budget requests; researches and reviews funding opportunities; collects and analyzes financial information; and makes budgetary and financial recommendations to higher-level staff.
5. Ensures a healthy and safe work environment; and ensures compliance with applicable regulations, policies, and procedures.
6. Supervises professional, paraprofessional and support level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
7. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of assigned social services function, including, but not limited to, child and family support, veterans' services, senior services, child and adult protection services, outreach and education, case operations, enterprise system planning and implementation, and in-home support services
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management
- Principles and practices of program planning and administration
- Service delivery principles and practices
- Project and contract management principles
- Principles and practices of conflict resolution
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Applicable federal, state and local laws, codes, regulations (based on assignment)

- Supervisory principles, practices and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Manage and implement assigned social service programs or projects
- Oversee adherence to quality assurance and standards
- Interpret, monitor and report financial information and statistics
- Compile and analyze data, formulate issues and articulate recommendations
- Prepare original reports, content, documents and presentations
- Recommend, develop, and implement policies and procedures
- Exercise political acumen, tact and diplomacy
- Interpret and apply applicable laws, codes, regulations and standards (based on assignment)
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands and assigning/monitoring work
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills as applied to interaction with coworkers, supervisors, the general public and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Human Services Administrator or its equivalent with the County of Orange.

Or

Five (5) years of professional human services/social services experience related to assignment; must include one (1) year of lead/supervisory experience.

A Bachelor's degree in social work, human services, psychology, business or public administration or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in social work, human services, psychology, business or public administration or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



HUMAN SERVICES MANAGER, SENIOR

Bargaining Unit: MA Admin Management

Class Code:
8243MA

COUNTY OF ORANGE

Established Date: 00/00/0000

DEFINITION:

This class is the fourth in a five-level **Human Services Management Series** responsible for overseeing a large human services function or regional human services unit, typically involving including leading system-wide programs; supervising multiple management-level employees; providing expert consultation; overseeing child welfare case management and child foster care systems; managing shelter operations; ensuring compliance with federal, state, and related regulations; and/or managing an assigned service region.

The Human Services Management series includes the following:

Human Services Analyst (8240MA)

Human Services Administrator (8241MA)

Human Services Manager (8242MA)

Human Services Manager, Senior (8243MA)

Human Services Deputy Director (8244MA)

CLASS CHARACTERISTICS:

Incumbents oversee multiple highly complex human services operational functions and/or a large human services work unit, exercising first-level (direct) supervision to multiple management level employees, indirect supervision to additional management and/or non-management level employees, and have responsibility for significant budget/funding levels. Decision-making includes establishing work unit objectives and goals, exercising considerable discretion in selecting the method to address a problem or issue, and fostering collaboration among and between the work units supervised as well with work units under the direction of others.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Provides operational and technical management and direction to human services program staff including, but not limited, to one or more of the following areas: court services, assistance programs, children and family services, and adult and family self-sufficiency services.
2. Develops, implements, and evaluates assigned human services programs and projects to ensure compliance with applicable legislations, mandates, strategies and performance goals; manages work systems and processes; maintains and updates procedures, and ensures compliance; researches trends and best practices; and recommends and implements changes.
3. Troubleshoots and provides consultation on escalated and complex human services program or work unit issues and complaints, and keeps higher-level management informed of issues/resolution.
4. Develops and administers work unit budgets and procurement processes; reviews and approves budget requests and transactions; negotiates and manages contracts; researches and analyzes financial information; makes resource allocation recommendations; and implements resource allocation decisions.
5. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains reports, records, plans, contracts, and other documents; oversees the research and analysis of program policy and related information; and makes recommendations to higher-level staff.
6. Coordinates with the general public, internal staff, and/or external agencies; convenes, facilitates and attends meetings; prepares and makes presentations to the public, elected officials, appointment boards and other stakeholders.
7. Oversees the conduct of, or conducts, performance evaluations, employee development, hiring, discipline, and termination procedures as well as directly supervises human services management, professional, paraprofessional and support staff, as assigned.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of human services programs and operations
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management
- Service delivery principles and practices
- Principles and practices of project management
- Principles and practices of strategic planning and performance measurement
- Principles and practices of modern procurement and contract negotiation and administration

- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Applicable federal, state and local laws, codes, regulations (based on assignment)
- Supervisory principles, practices and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Manage the operations of human services programs and projects
- Ensure ongoing compliance with strategic objectives and measure performance; participating in the development of goals and strategic objectives
- Manage budgets and allocate resources
- Interpret, monitor, and report financial information and statistics
- Monitor and execute procurement activities for assigned work unit; and negotiating and administering contracts
- Manage large-scale complex projects and/or initiatives, enterprise projects, and/or overseeing the management of multiple projects simultaneously
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Interpret and apply applicable laws, codes, regulations and standards
- Research, recommend and implement industry trends, solutions and best practices
- Oversee the preparation of original reports, content, documents and presentations
- Make presentations to stakeholders, elected officials and County leadership
- Develop and implement human services program policies and procedures
- Exercise political acumen, tact and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public and internal leadership
- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work

- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills as applied to interaction with coworkers, supervisors, the general public and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Human Services Manager or its equivalent with the County of Orange.

Or

Five (5) years of management human services/social services experience related to assignment; must include two (2) years of lead/supervisory experience.

A Bachelor's degree in social work, human services, psychology, business or public administration or related field may substitute for one (1) year of the required management experience.

A Master's degree or higher in social work, human services, psychology, business or public administration or related field may substitute for two (2) years of the required management experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



HUMAN SERVICES DEPUTY DIRECTOR

Bargaining Unit: MA Admin Management

Class Code:
8244MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the fifth in a five-level **Human Services Management Series** responsible for assisting with the management of a human services division by providing oversight of case management, prevention, intervention, placement and treatment services and resources for assistance programs; children, family and adult services; and child support services.

The Human Services Management series includes the following:

Human Services Analyst (8240MA)

Human Services Administrator (8241MA)

Human Services Manager (8242MA)

Human Services Manager, Senior (8243MA)

Human Services Deputy Director (8244MA)

CLASS CHARACTERISTICS:

An incumbent serves as a second level or higher supervisor over multiple units and functions typically considered an organizational subset of a department. An incumbent has middle management level responsibilities that include making broad policy decisions and recommendations to the department head or County executive team, and making interpretive decisions on behalf of the organization regarding the means for executing the goals established by the relevant executives and governing body subject to constraints imposed by available technology and resources. Such interpretive decisions provide context for the work to be accomplished by subordinates supervised within the units managed. An incumbent typically reports to a department Division Director.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Develops, implements, and evaluates large-scale human services programs, projects, services and operations; plans and evaluates system-wide procedures, policies, strategies and goals; maintains, updates, and ensures procedural compliance for programs and projects; and plans and implements process improvements.
2. Develops, administers and oversees budgets; oversees human services division procurement activities; reviews and approves budget requests and transactions; researches and analyzes financial information; makes resource allocation decisions and recommendations; and ensures adherence to budgetary and other applicable requirements, policies, and procedures.
3. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains reports, records, plans, contracts, and other documents; coordinates the research and analysis of department-wide policy and related information; and makes recommendations to higher-level staff.
4. Coordinates with County officials, the public, media, and internal staff, departments, and/or external agencies; develops partnerships; convenes, facilitates and leads meetings; responds to escalated complaints and operational issues; and manages ongoing program operations and processes.
5. Oversees the conduct of, or conducts performance evaluations, employee development, hiring, discipline, and termination procedures as well as directly supervises human services management, professional, paraprofessional and support staff, as assigned
6. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of human services program planning and administration
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management; working knowledge of fund accounting
- Service delivery principles and practices
- Best practices, trends and emerging technologies
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations

- Applicable federal, state and local laws, codes, regulations (based on assignment)
- Supervisory principles, practices and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Plan and manage human services programs, projects, and services
- Identify strategic objectives, ensure ongoing compliance and measuring performance
- Manage budgets and allocate resources to achieve strategic objectives
- Interpret, monitor and report financial information and statistics
- Monitor and direct procurement activities for the human services division
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Review research and implement industry trends, solutions and best practices
- Oversee the preparation of original reports, content, documents and presentations
- Make presentations to stakeholders, elected officials and County leadership
- Develop and implement policies and procedures
- Exercise political acumen, tact and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills to interaction with coworkers, supervisors, the general public and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Two (2) years experience as a Human Services Manager, Senior or its equivalent with the County or Orange.

Or

Six (6) years of management human services or in-program administration/management experience; must including two (2) years of supervisory experience.

A Bachelor's degree in social work, human services, psychology, business or public administration or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in social work, human services, psychology, business or public administration or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



LEARNING & ORGANIZATIONAL DEVELOPMENT ADMINISTRATOR

Bargaining Unit: MA Administrative Management

Class Code:
8246MA

COUNTY OF ORANGE
Established Date 03/10/2023

DEFINITION:

This class is the first in a four-level **Learning & Organizational Development Management Series** responsible for performing analytical and comprehensive Countywide learning and organizational development programs and training functions such as facilitating learning experiences and assisting with organizational development initiatives or supervising a small team responsible for the development and delivery of training programs within a department.

The Learning & Organizational Development Management series includes the following:

Learning & Organizational Development Administrator (8246MA)
Learning & Organizational Development Manager (8247MA)
Learning & Organizational Development Manager, Senior (8248MA)
Learning & Organizational Development Deputy Director (8249MA)

CLASS CHARACTERISTICS:

An incumbent performs advanced journey-level analytical learning and organizational development and training work and/or program administration, which includes performing complex individual contributor work assignments or supervision of a smaller program/function. Incumbents may supervise non-management staff or one exempt or management employee, contractors, or temporary staff who are assigned to assist with the work being performed. Decision-making includes providing input into management objectives and selecting the method to address a problem or issue, subject to the constraints established by management objectives and direction.

As assigned, an incumbent may serve as a lead worker, assigning work and monitoring work completion. Supervision of staff includes conducting performance evaluations, coordinating training, and implementing hiring, discipline and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Assesses learning and development needs; designs and develops learning programs based on best practices; facilitates and delivers training courses; measures training outcomes; and coordinates class set up and class registration/assignment.

2. Leads a small team in the planning, development, and delivery of learning and organizational development programs; reviews program performance and outcomes; and assesses needs for additional or different training and programs.
3. Performs employee coaching assessments; provides on-going individual and group coaching; assists employees and work teams with assessing and clarifying goals; assists managers with performance coaching of employees; develops and deliver team-building programs for work units
4. Serves as a consultant to County management, work units, and employees to facilitate positive employee engagement; assists management with organizational development initiatives pertaining to performance, engagement, and retention.
5. Assists with procurement processes to obtain training venues, vendors and materials.
6. As assigned, serves as a lead worker, or supervises staff, volunteers, and/or contractors, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
7. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of adult learning theory
- Principles and practices of curriculum design
- Principles and practices of employee performance and coaching
- Principles and practices of process improvement, change management, and internal consulting
- Principles and practices of training and coaching
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of creating and making effective oral presentations and written reports
- Supervisory principles, practices, and techniques, including employee development, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles in providing customer service
- Office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Develop and deliver articulate presentations to a variety of audiences
- Facilitate learning processes through curriculum design, training delivery, and coaching
- Prioritize multiple competing work priorities and meeting deadlines
- Research and analyze data, identify issues, and provide recommendations
- Monitor and interpret operational data, regulatory, financial information, and statistics
- Administer budgets and procurement processes which may include negotiating contracts
- Prepare and deliver reports and presentations
- Recommend and execute policies and procedures
- Resolve conflict and facilitate consensus
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands and assigning/monitoring work, as assigned
- Interpret and administer applicable laws, codes, regulations and standards
- Provide customer service
- Communicate effectively and apply interpersonal skills when interacting with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Four (4) years of professional organizational development experience in work related assignments.

A Bachelor's degree in organizational development, education, business, public administration or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in organizational development, education, business, public administration or related field may substitute for two (2) years of the required experience.

License/Certification

Possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



LEARNING & ORGANIZATIONAL DEVELOPMENT MANAGER

Bargaining Unit: MA Administrative Management

Class Code:
8247MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the second in a four-level **Learning & Organizational Development Management Series** responsible for supervising the development and delivery of training and organizational development programs, conducting training and organizational development needs assessments, providing executive coaching, and creating strategies that enhance change management and performance management initiatives.

The Learning & Organizational Development Management series includes the following:

Learning & Organizational Development Administrator (8246MA)

Learning & Organizational Development Manager (8247MA)

Learning & Organizational Development Manager, Senior (8248MA)

Learning & Organizational Development Deputy Director (8249MA)

CLASS CHARACTERISTICS:

Incumbents manage multiple small learning and, organizational development programs or a single large work unit or program, typically with supervisory authority over at least two (2) or more exempt or management-level staff. Decision-making includes using discretion for program decisions to achieve management objectives, with accompanying accountability for those decisions. An individual contributor who is a designated subject matter expert and who serves as a manager of a Countywide enterprise or highly technical and specialized function without direct supervisory responsibilities may be assigned to this level.

As assigned, an incumbent supervises management or exempt staff and non-management level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Leads a team in the assessment, planning, development, and delivery of learning and organizational development programs; reviews program performance and outcomes; and assesses needs for additional or different training and programs.

2. Provides executive coaching (from mid- to executive management) and performs enterprise consultation to identify learning and organizational development strategies; identifies off-site training opportunities to complement and enhance coaching goals
3. Researches industry trends and best practices; evaluates for applicability to the organization; analyzes, develops, and reviews original reports, materials, presentations, and other documents; and develops and makes recommendations to higher-level staff.
4. Establishes relationships with stakeholders, outside vendors and internal and external customers to develop and build programs; and convenes, facilitates, and/or attends meetings, training presentations and conferences.
5. Supervises professional, paraprofessional, and support level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
6. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Organizational development theory, concepts, models, tools and practices
- Leadership development theory, team development models, and organizational change management theory.
- Talent management practices including employee engagement techniques, coaching, succession planning, career development, coaching and consultation.
- Principles and practices of modern business management.
- Supervisory principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work.
- Principles and practices of project management.
- Principles and practices of contract management.
- Principles and practices of conflict resolution.
- Best practices, trends, and emerging technologies.
- Principles and methods of qualitative and quantitative research.
- Principles and applications of critical thinking and analysis.
- Principles and techniques of effective oral presentations.

- Principles and practices of conflict resolution and negotiation strategies.
- Applicable federal, state and local laws, codes, and regulations.
- Principles in providing customer service.
- Office technology and operational specific business systems, equipment, and applications relevant to area of assignment.

Ability to

- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work.
- Apply strategic thinking to assess needs and determine the best course of action for strategy development.
- Facilitate and manage effective client relations.
- Manage and execute assigned organizational development programs or projects.
- Manage the plan and delivery of training programs and coaching sessions.
- Oversee adherence to quality assurance and standards.
- Research industry trends, solutions, and best practices.
- Compile and analyze data, identify issues, and articulate recommendations
- Prepare original reports, content, documents, and presentations.
- Recommend, develop, and execute policies and procedures.
- Facilitate work groups and build consensus.
- Interpret and administer applicable laws, codes, regulations, and standards.
- Provide customer service.
- Operate a computer and relevant software applications.
- Communicate effectively and apply interpersonal skills when interacting with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Learning & Organizational Development Administrator or its equivalent with the County of Orange.

Or

Five (5) years of professional organizational development experience in work related assignments; must include one (1) year of lead/supervisory experience.

A Bachelor's degree in organizational development, education, business, public administration or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in organizational development, education, business, public administration or related field may substitute for two (2) years of the required experience.

License/Certification

Possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



LEARNING & ORGANIZATIONAL DEVELOPMENT MANAGER, SENIOR

Bargaining Unit: MA Administrative Management

Class Code:
8248MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the third in a four-level **Learning & Organizational Development Management Series** responsible for supervising and overseeing the operations of a large departmental training unit, or countywide learning and organizational development services and programs that include learning and development, organizational development, leadership development, career and succession development, performance management, coaching and consulting services, talent management, and talent systems.

The Learning & Organizational Development Management series includes the following:

Learning & Organizational Development Administrator (8246MA)

Learning & Organizational Development Manager (8247MA)

Learning & Organizational Development Manager, Senior (8248MA)

Learning & Organizational Development Deputy Director (8249MA)

CLASS CHARACTERISTICS:

Incumbents oversee multiple highly complex learning and organizational development operational functions and/or an organizational work unit exercising first-level (direct) supervision to multiple management level employees, indirect supervision to additional management and/or non-management level employees, and have responsibility for significant budget/funding levels. Decision-making includes establishing work unit objectives and goals, exercising considerable discretion in selecting the method to address a problem or issue, and fostering collaboration among and between the work units supervised as well with work units under the direction of others.

As assigned, an incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Oversees the program delivery systems, calendars and planning for the Learning & Organizational Development division; coordinates contracts for large-scale program delivery; works with executive management to ensure the training content and programs achieve developmental and learning objectives of the department; serves as a subject-matter expert consultant.
2. Provides operational and technical management to learning and development staff in multiple areas of learning and organizational development including individual and group learning experiences, one-on-one or group coaching, learning and development, organizational development, leadership development, career and succession development, performance management, coaching and consulting services, talent management, and talent systems.
3. Troubleshoots and resolves program or work unit issues and collaborates with higher-level management to resolve issues.
4. Develops, implements, and evaluates learning and organizational development programs to ensure compliance with strategies and performance goals; manages work systems and processes; maintains and updates procedures, and ensures compliance; researches trends and best practices; and recommends and implements changes.
5. Oversees and conducts performance evaluations, employee development, and hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff, as assigned.
6. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains program content, reports, records, plans, materials, and other documents; oversees the research and analysis of program content; and makes recommendations to higher-level staff.
7. Coordinates with the general public, County staff, and/or external agencies; convenes, facilitates, and attends committee and other meetings and conferences; and develops prepares and delivers learning content to all levels of employees.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Organizational development theory, concepts, models, tools and practices
- Leadership development theory, team development models, and organizational change management theory
- Talent management practices including employee engagement techniques, coaching, succession planning, career development, coaching and consultation
- Principles and practices of business management

- Principles and practices of program planning and administration in the area of organizational development
- Supervisory principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of project management
- Principles and practices of strategic planning and performance measurement
- Principles and practices of work group facilitation and building consensus
- Best practices, trends, and emerging technologies
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state, and local laws, codes, and regulations
- Principles in providing customer service
- Office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Manage a large organizational development and training operation
- Oversee the plan and application of organizational development and training programs
- Ensure ongoing compliance with strategic objectives, measuring performance, and participating in the development of goals and strategic objectives
- Apply strategic and systems thinking to assess client needs and determine the best course of action for intervention or strategy development
- Facilitate and manage effective client relations
- Monitor and execute procurement activities for assigned work unit and negotiating and administer contracts
- Manage large-scale complex projects and/or initiatives, enterprise projects, and/or overseeing the management of multiple projects simultaneously

- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Research, recommend, and apply industry trends, solutions, and best practices
- Prepare original reports, content, documents, and presentations
- Make presentations to stakeholders, elected officials, and County leadership
- Develop and execute policies and procedures
- Facilitate work group discussions and build consensus using persuasive reasoning
- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Interpret and administer applicable laws, codes, regulations, and standards
- Provide customer service and resolve escalated issues
- Operate a computer and relevant software applications, specialized equipment, and systems
- Communicate effectively and apply interpersonal skills when interacting with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Learning & Organizational Development Manager or its equivalent with the County of Orange.

Or

Five (5) years of professional organizational development management experience in work related assignments; must include two (2) years of lead/supervisory experience.

A Bachelor's degree in organizational development, education, business, public administration or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in organizational development, education, business, public administration or related field may substitute for two (2) years of the required experience.

License/Certification

Possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Valid certifications or certificates in relevant areas such as Emotional Intelligence, Behavioral Assessments, Coaching, Employee Engagement, Change Management, 360 Feedback, Leadership Development, and Consulting.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



**LEARNING & ORGANIZATIONAL DEVELOPMENT
DEPUTY DIRECTOR**

Bargaining Unit: MA Administrative Management

Class Code:
8249MA

COUNTY OF ORANGE
Established Date: 03/10/2023

DEFINITION:

This class is the fourth in a four-level **Learning & Organizational Development Management Series** responsible for serving as the division director overseeing Countywide learning and organizational development services for employees. This class is distinguished from other Learning & Organizational Development classifications in that it has oversight authority and provides strategic direction for learning and development initiatives and solutions for the County's workforce.

The Learning & Organizational Development Management series includes the following:

Learning & Organizational Development Administrator (8246MA)
Learning & Organizational Development Manager (8247MA)
Learning & Organizational Development Manager, Senior (8248MA)
Learning & Organizational Development Deputy Director (8249MA)

CLASS CHARACTERISTICS:

An incumbent serves as a second or higher-level supervisor for learning and organizational development functions and has middle management level responsibilities that include making broad policy decisions and recommendations to the department head or County executive team. Work includes making interpretive decisions on behalf of the organization regarding the means for executing the goals established by the relevant executives and governing body subject to constraints imposed by available technology and resources. Such interpretive decisions provide context for the work to be accomplished by subordinates supervised within the division managed.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Develops, implements, and evaluates enterprise learning and organizational development services, programs, large-scale projects, and operations; plans and supports enterprise-wide initiatives to continually improve business results; develops and implements strategic direction for executive development, leadership and professional development.
2. Assesses professional development needs and the effectiveness of programs; oversees the provision of best-in-class programs; and recommends adjustments.
3. Provides a broad range of consultative services to all levels of employees and management regarding various organizational and career development activities including continuous learning and organizational development in areas such as performance and engagement, career and succession development, team development and effectiveness, and coaching.
4. Develops, administers, and oversees budgets; oversees procurement activities for the learning and organizational development division; reviews and approves budget requests and transactions; researches and analyzes financial information; makes resource allocation decisions and recommendations; and ensures adherence to budgetary and other applicable requirements, policies, and procedures.
5. Oversees and conducts performance evaluations, employee development, and hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff, as assigned.
6. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains reports, records, plans, contracts, and other documents; coordinates the research and analysis of department-wide policy and related information; and makes recommendations to higher-level staff.
7. Coordinates with County officials and staff, the public, and/or external agencies; develops partnerships; responds to escalated complaints and operational issues; and manages ongoing program operations and processes.
8. Convenes, facilitates, and/or attends meetings, briefings, and presentations with internal departments, commissions, boards, and/or other external stakeholders; and prepares and makes presentations.
9. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Organizational development theory, concepts, models, tools and practices
- Leadership development theory, team development models, and organizational change management theory
- Talent management practices including employee engagement techniques, coaching, succession planning, career development, coaching and consultation.
- Principles and practices of business management.

- Principles and practices of program planning and administration.
- Principles and practices of service delivery models
- Principles and practices of work group facilitation and building consensus
- Project and contract management principles
- Best practices, trends, and emerging technologies
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state, and local laws, codes, and regulations
- Supervisory principles, practices and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles in providing customer service
- Office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Align county-wide strategies and objectives with organizational development and training programs
- Oversee the planning and application of organizational development and training programs
- Ensure ongoing compliance with strategic objectives, measuring performance, and formulating goals and strategic objectives
- Facilitate and manage productive client relations
- Identify strategic objectives, ensuring ongoing compliance, and measuring performance
- Monitor and direct procurement activities for the organizational development and training division
- Review research and apply industry trends, solutions, and best practices
- Prepare original reports, content, documents, and presentations
- Make presentations to stakeholders, elected officials, and County leadership

- Develop and execute policies and procedures
- Facilitate group discussions and build consensus using persuasive reasoning
- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Provide customer service and resolving escalated issues
- Operate a computer and relevant software applications, specialized equipment, and systems
- Communicate effectively and apply interpersonal skills when interacting with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Two (2) years of experience as a Learning & Organizational Development Manager, Senior or its equivalent with the County of Orange.

Or

Six (6) years of organizational development management experience in work related assignments; must include two (2) years of supervisory experience.

A Bachelor's degree in organizational development, education, business, public administration or related field may substitute for one (1) year of the required experience.

A Master's degree in organizational development, education, business, public administration or related field may substitute for two (2) years of the required experience.

License/Certification

Possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Valid certifications or certificates in relevant areas such as Emotional Intelligence, Behavioral Assessments, Coaching, Employee Engagement, Change Management, 360 Feedback, Leadership Development, and Consulting

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



LEGAL SERVICES ANALYST

Bargaining Unit: MA Administrative Management

Class Code:
8251MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the first in a two-level **Legal Services Management Series** responsible for investigating reports or incidents of alleged fraud, waste, and abuse under the supervision of an attorney.

The Legal Services Management series includes the following:

Legal Services Analyst (8251MA)

Legal Services Manager (8252MA)

CLASS CHARACTERISTICS:

An incumbent performs journey-level analysis, or assists with legal services program administration or supervision, which may include providing training and work review to employees at the same level, or serving as a supervisor to one non-management employee, multiple contractors, or temporary staff who are assigned to assist with the work being performed. Decision-making includes selecting the method to address a problem or issue, subject to the constraints established by management objectives and direction and making recommendations for management objectives and program administration.

As assigned, an incumbent may serve as a lead worker, assigning work and monitoring work completion; or supervise staff, volunteers, and/or contractors. Supervision of staff includes conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Establishes investigation criteria pertaining to reports and suspected incidents of fraud, waste, and abuse within the County; gathers information and/or leads the information gathering process; analyzes information and evidence; and uses technical and analytical expertise to develop findings and provide recommendations to higher-level staff.
2. Coordinates with County staff, and/or external agencies in the disposition of complaints.

3. Monitors and manages the Hotline program components and maintenance including website content, the third-party Hotline service provider, the case management system, online fraud form functionality, Hotline telephone program and intake monitoring, and content for publications and advertisements.
4. Maintains availability to be on-call 24 hours per day, seven days per week to take Hotline calls dealing with potential acts of violence and in such cases, determines the appropriate authority to contact.
5. Assists with the administration of less complex programs, projects, or specific functional areas of large complex programs; plans and conducts studies, surveys, training sessions, and investigations; assists with project or program budget administration and procurement activities.
6. Researches and develops original investigative reports, materials, presentations, and other documents; reviews materials prepared by others; maintains appropriate documentation of investigations and reports; makes presentations, as assigned; and facilitates and/or attends meetings.
7. As assigned, serves as a lead worker, or supervises staff, volunteers, and/or contractors, and coordinates training.
8. Administers and ensures compliance with applicable state statutes, regulations, policies, and procedures.
9. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of administering legal services programs and projects related to investigating fraud, waste, and abuse complaints
- Principles and practices of investigatory techniques and procedures
- Principles and practices of problem definition, analysis, and resolution
- Principles and practices of investigating fraud and auditing financial data
- Principles and methods of professional and technical qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations and written reports
- Principles and practices of modern budget administration and procurement
- Supervisory principles, practices, and techniques including employee development, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of conflict resolution and negotiation strategies

- Best practices, trends, and emerging technologies
- Applicable federal, state, and local laws, codes, and regulations
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Effectively administer legal services programs and activities involving fraud, waste, and abuse
- Prioritize multiple competing work priorities and meet deadlines
- Research and analyze data, formulate conclusions, and articulate recommendations
- Monitor and interpret operational data, regulatory and financial information, and statistics
- Track financial information
- Investigate fraud and auditing financial data
- Monitor and participate in procurement processes, which may include negotiate contracts
- Develop and prepare reports and presentations
- Recommend and implement policies and procedures
- Train, coordinate deadlines, prioritize work demands, and assign/monitor work, as assigned
- Interpret and apply applicable laws, codes, regulations, and standards
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Three (3) years of professional legal services or investigatory experience related to assignment.

A Bachelor's degree in accounting, finance, human resources, business administration, or a related field may substitute for one (1) year of the required experience.

A Master's degree or higher in accounting, finance, human resources, business administration, or a related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



LEGAL SERVICES MANAGER

Bargaining Unit: MA Administrative Management

Class Code:
8252MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the second in a two-level **Legal Services Management Series** responsible for investigating reports, claims, or incidents of alleged fraud, waste, abuse, and/or department systemic and issues under the supervision of an attorney.

The Legal Services Management series includes the following:

Legal Services Analyst (8251MA)

Legal Services Manager (8252MA)

CLASS CHARACTERISTICS:

An incumbent performs supervisory work conducting and overseeing investigations and provides individual contributions to investigations by performing advanced journey-level analysis, gathering information, evaluating evidence, preparing written reports and conclusions, and reviewing work performed on investigations. Work may include conducting interviews, gathering relevant information, preparing investigative reports, reviewing public and confidential records, and making program and policy recommendations. These positions may also assess specific incidents occurring in relevant County departments which may be the result of systemic issues, gathers and analyzes relevant information, reviewing policies, and practices; Interacts with and interviewing members of the public and County employees; and makes recommendations to improve County processes and organizations.

As assigned, an incumbent supervises management and non-management level staff including conducting performance evaluations, coordinating training, and implementing hiring, and discipline and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Assesses specific incidents occurring in relevant County departments which may be the result of systemic issues; gathers and analyzes relevant information, reviewing policies, and practices; interacts with and interviews members of the public and County employees; and makes recommendations to improve County processes and organizations

2. Oversees and conducts the most complex investigations, gathering information, determining the validity of evidence, analysis relevant financial records and related data, formulates investigation plans, and prepares reports of investigative findings.
3. Manages and oversees the County's Fraud Hotline operation including website content, the third-party Hotline service provider, the case management system, online fraud form functionality, Hotline telephone program and intake monitoring, and content for publications and advertisements; reviews and analysis hotline complaints; and classifies and assesses the allegations being made.
4. Researches and develops original investigative reports, materials, presentations, and other documents; reviews materials prepared by others; maintains appropriate documentation of investigations and reports; makes presentations, as assigned; and facilitates and/or attends meetings.
5. May supervise staff, volunteers, and/or contractors, and coordinates training.
6. Administers and ensures compliance with applicable state statutes, regulations, policies, and procedures.
7. Performs other duties of a similar nature and level.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices related to investigating fraud, waste, and abuse complaints
- Principles and practices of investigatory techniques and procedures
- Principles and practices of problem definition, analysis, and resolution
- Principles and practices of investigating fraud and auditing financial data
- Principles and methods of professional and technical qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations and written reports
- Principles and practices of modern budget administration and procurement
- Supervisory principles, practices, and techniques including employee development, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of conflict resolution and negotiation strategies
- Best practices, trends, and emerging technologies
- Applicable federal, state, and local laws, codes, and regulations

- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Conduct complex investigations, author public reports, and conduct independent fact gathering and analysis in a government or non-profit setting
- Accurately identify relevant issues, impacts, and solutions
- Exhibit departmental and County perspective in dealing with various issues
- Make sound and timely decisions based on ethical principles and limited, complex, or contradicting information
- Work well under pressure and in a politically sensitive environment
- Maintain strict confidentiality
- Interpret Federal, State, and local laws that affect the performance and operations of law enforcement and social services agencies
- Gather, understand, interpret, analyze, and effectively communicate complex information to County employees and the public.
- Present ideas and complex material clearly, concisely, logically and persuasively orally and in writing
- Effectively administer programs and activities involving fraud, waste, abuse, and uses of force
- Prioritize multiple competing work priorities and meet deadlines
- Research and analyze data, formulate conclusions, and articulate recommendations
- Monitor and interpret operational data, regulatory and financial information, and statistics
- Analyze financial documents and related records
- Investigate fraud and conduct audits
- Recommend and implement policies and procedures
- Maintain or investigate compliance of Departmental and Countywide policies and procedures
- Train, coordinate deadlines, prioritize work demands, and assign/monitor work, as assigned
- Prepare clear, accurate, and comprehensive financial investigative reports as well as well-documented, organized working papers
- Utilize a computer and relevant software applications

- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction
- Demonstrate experience in conducting complex investigations, authoring reports, and conducting independent fact gathering and analysis.
- Understand how to accurately identify relevant issues, impacts, and solutions.

Education and Experience

Two (2) years experience as a Legal Services Analyst or its equivalent with the County of Orange.

Or

Five (5) years of professional legal services or investigatory experience related to assignment; must include one (1) year of lead/supervisory experience

A Bachelor's degree in accounting, finance, human resources, business administration, or a related field may substitute for one (1) year of the required experience.

A Master's degree or higher in accounting, finance, human resources, business administration, or a related field may substitute for two (2) year of the required experience.

License/Certification

- An active, valid California Board of Accountancy Certified Public Accountant license or a valid Certified Fraud Examiner credential from the Association of Certified Fraud Examiners is desired.
- For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



SUPERVISING DEPUTY COUNTY COUNSEL

Bargaining Unit: MA Administrative Management

Class Code:
8253MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is responsible for managing attorneys who perform professional legal work and provide legal counsel, as well as managing support staff such as paralegals and fraud investigators. Incumbents also perform the most high-profile and difficult litigation work and supervise a major functional area of the County Counsel's office.

CLASS CHARACTERISTICS:

An incumbent serves as a higher supervisor over an organizational subset (or team) of a County department. An incumbent has middle management level responsibilities that include making strategic decisions and recommendations to the department head or executive team, and making tactical decisions on behalf of the organization regarding the means for achieving goals established by executive management. Such tactical decisions provide guidance for the work to be accomplished by subordinates supervised within the team.

An incumbent oversees the supervision of management and/or non-management staff, including conducting performance evaluations, abides by and ensures compliance with the County's Equal Employment Opportunity And Anti-Harassment Policy And Procedure coordinating training, and will assist in the implementation of the department's hiring, discipline, and termination procedures.

In addition to these supervisory duties, an incumbent maintains an active case load providing high-level legal services to the team's assigned clients. These legal services include, but are not limited to, advising the Board of Supervisors, Department Heads, and County Elected officials and representing the County's interests in both state and federal court and in administrative and arbitration hearings.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Provides legal advice to County agencies and departments; conducts legal research; prepares written and oral advice, arguments, and analysis; tries cases in court; settles disputes; determines litigation, investigative, discovery strategies, and framing of lawsuits.

2. Oversees the preparation of and/or prepares, reviews, edits, and/or maintains legal briefs, formal opinions, pleadings, petitions, warrants, legislation, ordinances, resolutions, contracts, leases, conveyances, Agenda Staff Reports, environmental documents, memorandums, and other documents; and makes recommendations to higher-level staff.
3. Develops, implements, and evaluates services, programs, large-scale projects, and operations; plans and evaluates system-wide procedures, policies, strategies, and goals; maintains, updates, and ensures procedural compliance for programs and projects; coordinates the research and analysis of department-wide policy and related information; plans and implements process improvements; and makes recommendations to higher-level staff.
4. Develops, administers and oversees budgets; oversees legal services procurement activities; reviews and approves budget requests and transactions; researches and analyzes financial information; makes resource allocation decisions and recommendations; and ensures adherence to budgetary and other applicable requirements, policies, and procedures.
5. Coordinates and communicates with County officials and staff, departments, and/or external agencies; develops internal and external partnerships; responds to legal service requests/matters, escalated complaints, and operational issues; and manages ongoing program operations and processes.
6. Oversees and conducts performance evaluations, employee development, hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and/or support staff, as assigned.
7. Convenes, facilitates and/or attends meetings, briefings, and presentations with County officials and staff, commissions, boards, legislative bodies, and/or other external stakeholders; and prepares and makes presentations.
8. Serves as the County's Chief Labor Negotiator with employee organizations during contract negotiations.
9. Ensures that subordinates comply with County policies and procedures.
10. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of legal services program planning and administration
- Principles and practices of legal representation, litigation, legal analysis, contract law, labor and employment law, land use law, California Environmental Quality Act laws, public contracting, Public Records Act, mental health and probate, dependency, and/or other applicable practice areas
- Principles and practices of investigating governmental fraud, waste, or abuse
- Applicable federal, state, and local laws, codes, and regulations

- Principles and techniques of effective development and execution of legal written and oral presentations, reports, and documents across a wide array of audiences and constituencies
- Principles and techniques for effective labor negotiations.
- Principles and applications of critical thinking and analysis
- Principles and practices of conflict resolution, advocacy, mediation, facilitation, and negotiation
- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of effective management of professionals
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Plan, monitor, directing, and manage legal services programs, projects, and activities
- Demonstrate expertise in legal representation, litigation, legal analysis, in applicable practice areas
- Supervise and/or conduct investigations of alleged misconduct by County employees, including governmental fraud, waste, or abuse
- Interpret and apply applicable laws, codes, regulations, and standards
- Author and oversee the preparation of original legal documents, reports, and presentations
- Make presentations to stakeholders, elected officials, and County leadership and trying cases in court
- Review research and implement industry trends, solutions, and best practices
- Facilitate group discussions and building consensus using persuasive reasoning, conflict resolution, advocacy, mediation, facilitation, and negotiation techniques
- Exercise good judgement, political acumen, tact, and respect for elected and appointed officials.
- Identify strategic objectives, ensuring ongoing compliance, and measuring performance
- Collaborate with stakeholders, elected and appointed boards, and internal leadership
- Manage and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Utilize a computer and relevant software applications, specialized equipment, and systems

- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, judges, decision-makers, and others to sufficiently exchange or convey information and to receive guidance.

Education and Experience

Juris Doctorate with six (6) years of post-bar legal experience.

License/Certification

Valid License to Practice Law in the State of California

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



LIBRARY MANAGER

Bargaining Unit: Administrative Management

Class Code:
8255MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the first in a three-level **Library Management Series** responsible for providing system-wide library programming and coordination of events and activities, dissemination of public information, staff training and professional development, grant administration, and general safety and facility management

The Library Management series includes the following:

Library Manager (8255MA)

Library Manager, Senior (8256MA)

Library Deputy Director (8257MA)

CLASS CHARACTERISTICS:

Incumbents supervise library programs of varying sizes or smaller work units typically with supervisory authority over at least two or more management-level staff. Decision-making includes using discretion for program decisions to achieve management objectives, with accompanying accountability for those decisions. An individual contributor who is a designated subject matter expert and who serves as a manager of a countywide, enterprise or highly technical and specialized function, without direct supervisory responsibilities may be assigned to this level.

As assigned, an incumbent supervises management and non-management level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Plans, coordinates, and evaluates library programs and/or projects; prepares and administers ongoing daily operations to comply with strategic goals and preferred outcomes; manages program planning and resource deployment; ensures compliance with all policies, procedures, quality and performance standards.

2. Researches, analyzes, develops, and reviews original reports, materials, presentations and other documents; develops and makes recommendations to higher-level management.
3. Establishes partnerships; coordinates with County staff, vendors, the general public, internal staff, and/or external agencies; convenes, facilitates and/or attends meetings.
4. Manages procurement and budget for assigned program(s); monitors and approves inventory and procurement processes; prepares and reviews budget requests; researches and reviews funding opportunities; collects and analyzes financial information; and makes budgetary and financial recommendations to higher-level staff.
5. Supervises professional, paraprofessional and support level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
6. Ensures a healthy and safe work environment; and ensures compliance with applicable regulations, policies, and procedures.
7. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of library operations and program administration
- Principles and practices of communications and marketing
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management
- Principles and practices of program planning and administration
- Supervisory principles, practices and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Service delivery principles and practices
- Project and contract management principles
- Principles and practices of conflict resolution
- Best practices, trends and emerging technologies
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis

- Principles and techniques of effective oral presentations
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state and local laws, codes, regulations (based on assignment)
- Principles in providing customer service.
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Manage and implement assigned programs or projects
- Oversee adherence to quality assurance and standards
- Interpret, monitor and reporting financial information and statistics
- Research industry trends, solutions and best practices
- Compile and analyze data, formulating issues and articulating recommendations
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands and assigning/monitoring work
- Author and prepare original reports, content, documents and presentations
- Recommend, develop and implement policies and procedures
- Facilitate groups and build consensus use persuasive reason
- Exercise political acumen, tact and diplomacy
- Interpret and apply applicable laws, codes, regulations and standards (based on assignment)
- Provide customer service
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills to interactions with coworkers, supervisors, the general public and others to sufficiently exchange or convey information and to receive work direction.

Education and Experience

Four (4) years of professional librarian experience related to assignment; must include one (1) year of lead/supervisory experience.

And

Master's degree in library science (MLS) from an American Library Association accredited college or university.

License/Certification

Possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



LIBRARY MANAGER, SENIOR

Bargaining Unit: Administrative Management

Class Code:
8256MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the second in a three-level **Library Management Series** responsible for overseeing an assigned group of branch libraries, or overseeing system-wide bibliographic services (cataloging and collection management) and warehousing.

The Library Management series includes the following:

Library Manager (8255MA)

Library Manager, Senior (8256MA)

Library Deputy Director (8257MA)

CLASS CHARACTERISTICS:

Incumbents oversee multiple highly complex countywide library services, providing direct supervision to management level employees, indirect supervision to non-management level employees, and manage program or project budgets. Decision-making includes establishing program or project objectives in alignment with strategic goals. Incumbents exercise considerable discretion in selecting the method to address a problem or issue, and foster collaboration among and between the work units supervised, as well as collaborating with work units under the direction of others.

An incumbent supervises management and non-management staff, including conducting performance evaluations, coordinating training, and implementing hiring, and discipline and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Develops and administers work unit budgets and procurement processes; reviews and approves budget requests and transactions; negotiates and manages contracts; researches and analyzes financial information; makes resource allocation recommendations; and implements resource allocation decisions.
2. Troubleshoots and resolves program or work unit issues and keeps higher-level management informed of issues/resolution.

3. Develops, implements, and evaluates services and programs to ensure compliance with strategies and performance goals; manages work systems and processes; maintains and updates procedures, and ensures compliance; researches trends and best practices; and recommends and implements changes.
4. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains reports, records, plans, and other documents; oversees the research and analysis of policy and related information; and makes recommendations to higher-level staff.
5. Oversees or conducts performance evaluations, employee development, hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional and support staff, as assigned.
6. Coordinates with the vendors, the general public, internal staff, and/or external agencies; convenes, facilitates and attends meetings; prepares and makes presentations to the public, elected officials, appointment boards and other stakeholders.
7. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of library program development, administration and management
- Principles and practices of public relations
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management
- Principles and practices of program planning and administration
- Supervisory principles, practices and techniques, including training, coaching, coordinating deadlines, prioritize work demands and assign/monitor work
- Service delivery principles and practices
- Principles and practices of project management
- Principles and practices of strategic planning and performance measurement
- Principles and practices of group facilitation and building consensus
- Principles and practices of modern procurement and contract negotiation and administration
- Best practices, trends and emerging technologies

- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state and local laws, codes, regulations (based on assignment)
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Plan and oversee library services and programs
- Ensure ongoing compliance with strategic objectives and measuring performance; participating in the development of goals and strategic objectives
- Manage budgets and allocating resources
- Interpret, monitoring and reporting financial information and statistics
- Monitor and execute procurement activities for assigned work unit; and negotiating and administering contracts
- Manage large-scale complex projects and/or initiatives, enterprise projects, and/or overseeing the management of multiple projects simultaneously
- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Researching, recommending and implementing industry trends, solutions and best practices
- Author and oversee the preparation of original reports, content, documents and presentations
- Make presentations to stakeholders, elected officials and County leadership
- Develop and implement policies and procedures
- Facilitate group discussions and building consensus using persuasive reasoning
- Exercise political acumen, tact and diplomacy

- Collaborate with program stakeholders, elected and appointed boards, the public and internal leadership
- Interpret and apply applicable laws, codes, regulations and standards
- Provide customer service and resolving escalated issues
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills to interaction with coworkers, supervisors, the general public and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Library Manager or its equivalent with the County of Orange.

Or

Five (5) years of professional librarian experience related to assignment; must include two (2) years of lead/supervisory experience.

And

Master's degree in library science (MLS) from an American Library Association accredited college or university.

License/Certification

Possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



LIBRARY DEPUTY DIRECTOR

Bargaining Unit: Administrative Management

Class Code:
8257MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the third in a three-level **Library Management Series** responsible for overseeing daily system-wide County library services and operations, as well as providing leadership and management of large-scale, highly visible projects.

The Library Management series includes the following:

Library Manager (8255MA)

Library Manager, Senior (8256MA)

Library Deputy Director (8257MA)

CLASS CHARACTERISTICS:

An incumbent serves as a second level or higher supervisor and has middle management level responsibilities that include making broad policy decisions and recommendations to the department head or County executive team. Work includes making interpretive decisions on behalf of the organization regarding the means for executing the goals established by the relevant executives and governing body subject to constraints imposed by available technology and resources. Such interpretive decisions provide context for the work to be accomplished by subordinates supervised within the units managed.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, and discipline and termination procedures

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Develops, implements, and evaluates countywide library services, programs, large-scale projects, and operations; plans and evaluates system-wide procedures, policies, strategies and goals; maintains, updates, and ensures procedural compliance for programs and projects; and plans and implements process improvements.

2. Develops, administers and oversees budgets; oversees library procurement activities; reviews and approves budget requests and transactions; researches and analyzes financial information; makes resource allocation decisions and recommendations; and ensures adherence to budgetary and other applicable requirements, policies, and procedures.
3. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains reports, records, plans, contracts, and other documents; coordinates the research and analysis of department-wide policy and related information; and makes recommendations to higher-level management.
4. Coordinates with County officials, the public, internal staff, and/or external agencies; develops partnerships; convenes, facilitates and leads meetings; responds to escalated complaints and operational issues; and manages ongoing program operations and processes.
5. Oversees or conducts performance evaluations, employee development, hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional and support staff.
6. Convenes, facilitates and/or attends meetings, briefings, and presentations with internal departments, commissions, Boards, tenants, law enforcement, emergency services, security, and/or other external stakeholders; prepares and makes presentations.
7. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of library program planning and administration
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management; working knowledge of fund accounting
- Principles and practices of program planning and administration
- Supervisory principles, practices and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work performed
- Service delivery principles and practices
- Principles and practices of group facilitation and building consensus
- Project and contract management principles
- Best practices, trends and emerging technologies
- Principles and methods of qualitative and quantitative research

- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state and local laws, codes, regulations (based on assignment)
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Plan and manage library services and programs
- Identify strategic objectives, ensure ongoing compliance and measuring performance
- Manage budgets and allocating resources to achieve strategic objectives
- Interpret, monitor and report financial information and statistics
- Monitor and direct procurement activities for the Library division
- Supervise and evaluate staff performance, train, coach, coordinate deadlines, prioritize work demands, and assign/monitor work performed
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Review research and implement industry trends, solutions and best practices
- Author and oversee the preparation of original reports, content, documents and presentations
- Make presentations to stakeholders, elected officials and County leadership
- Develop and implement policies and procedures
- Facilitate group discussions and build consensus use persuasive reasoning
- Exercise political acumen, tact and diplomacy. Collaborate with program stakeholders, elected and appointed boards, the public and internal leadership
- Interpret and apply applicable laws, codes, regulations and standards
- Provide customer service and resolve escalated issues
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills as applied to interaction with coworkers, supervisors, the general public and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Two (2) years experience as a Library Manager, Senior or its equivalent with the County of Orange.

Or

Six (6) years of library management experience in related assignment; must include two (2) years of supervisory experience.

And

Master's degree in library science (MLS) from an American Library Association accredited college or university.

License/Certification

Possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



MEDICAL SERVICES MANAGER

Bargaining Unit: MA Admin Management

Class Code:
8259MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the first in a five-level **Medical Services Management Provider Series** responsible for oversight of public health, correctional health and/or medical health programs.

The Medical Services Management Provider series includes the following:

Medical Services Manager (8259MA)

Medical Services Manager, Senior (8260MA)

Medical Services Assistant Deputy Director (8261MA)

Medical Services Deputy Director (8262MA)

Medical Director (8263MA)

CLASS CHARACTERISTICS:

Incumbents supervise programs or work units of varying sizes typically with supervisory authority over at least one management-level staff and/or multiple licensed healthcare supervisors. Decision-making includes using discretion for program decisions to achieve management objectives, with accompanying accountability for those decisions. An individual contributor who is a designated subject matter expert and serves as a manager of a Countywide enterprise or highly technical and specialized function, without direct supervisory responsibilities may be assigned to this level.

As assigned, an incumbent supervises management and non-management level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Plans, coordinates, evaluates and implements medical services programs and/or projects; prepares and administers ongoing daily operations to comply with strategic goals and preferred outcomes; manages program planning and resource deployment; ensures compliance with all Federal, State, and County policies, procedures, quality, and performance standards.

2. Researches, analyzes, develops, reviews, and/or approves medical, clinical, and related reports/records, marketing and communications materials, grant applications, presentations, and other documents; and develops and makes recommendations to higher-level management.
3. Establishes internal and external partnerships; coordinates with County staff, vendors, the general public, and/or external agencies; convenes, facilitates, and/or attends meetings; and serves as backup to clinical staff.
4. Supervises professional, paraprofessional, and support level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
5. Manages procurement and budget for assigned program(s); monitors and approves inventory and procurement processes; prepares and reviews budget requests; researches and reviews funding opportunities; collects and analyzes financial information; reviews and approves invoices; and makes budgetary and financial recommendations to higher-level management.
6. Ensures a healthy and safe work environment; and ensures compliance with applicable regulations, policies, and procedures.
7. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of planning and administering medical services, in public health, correctional health and/or medical health programs and services
- Promotion of health and the prevention of disease and disability and case management
- Community needs assessment
- Health care needs of diversified populations consisting of a variety of social, cultural, and ethnic backgrounds
- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of treatment protocols, and medical terminology
- Organizational, personnel, budget, fiscal, contract and project management
- An assigned medical services operational areas service delivery models for program implementation and administration
- Qualitative and quantitative research methods and technologies
- Principles and techniques of preparing effective oral presentations and written reports

- Principles and practices of conflict resolution and negotiation strategies
- Applicable Federal, State, and local laws, codes, and regulations
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Direct, manage, plan, organize, coordinate and implement assigned medical services in public health, correctional health and medical health programs or projects
- Provide health assessments, screens, and licensed nursing care
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring workload
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations
- Oversee adherence to quality assurance and standards
- Interpret, monitor, and report financial information, program performance data, and statistics
- Research industry trends, and recommend solutions, and best practices
- Compile and analyze data, formulate and articulate recommendations
- Prepare complex reports, content, and documents
- Recommend, develop, and implement protocols, policies and procedures
- Establish and maintain cooperative working relationships with management, staff, other agencies and community to facilitate group discussions, build consensus and resolve escalated issues
- Exercise political acumen, tact, and diplomacy
- Interpret and apply applicable laws, codes, regulations, and standards
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills to facilitate interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Four (4) years of professional medical experience in work related to assignment; must include one (1) year of lead/supervisory experience.

A Bachelor's degree in nursing or related medical field of study may substitute for two (2) years of the required experience.

License/Certification

- State of California Registered Nurse License
- State of California Public Health Nurse (PHN) certification
- Valid Basic Life Support (BLS) certificate issued by the American Heart Association for professional healthcare providers

For some positions, possession of a valid California Driver's license, Class C or higher, may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Work may be routinely performed in an indoor, office environment, or in a clinic with exposure to atmospheric conditions (such as fumes, odors, dusts, gases, poor ventilation, etc.); hazardous materials (such as chemicals, blood and other body fluids); environmental conditions (such as disruptive people, imminent danger, or threatening environment); intense noise and/or travel.

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



MEDICAL SERVICES MANAGER, SENIOR

Bargaining Unit: MA Administrative Management

Class Code:
8260MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the second in a five-level **Medical Services Management Provider Series** responsible for the management of multiple programs and/or a division in public health, correctional health and/or medical health services.

The Medical Services Management Provider series includes the following:

Medical Services Manager (8259MA)

Medical Services Manager, Senior (8260MA)

Medical Services Assistant Deputy Director (8261MA)

Medical Services Deputy Director (8262MA)

Medical Director (8263MA)

CLASS CHARACTERISTICS:

An incumbent oversees multiple highly complex operational functions and/or an organizational division exercising direct supervision to multiple management level employees, indirect supervision to additional management and/or non-management level employees, and have responsibility for significant budget/funding decisions. Decision-making includes establishing work unit objectives and goals, exercising considerable discretion in selecting the method to address a problem or issue, and fostering collaboration among and between the work units supervised as well as with work units under the direction of others.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Provides operational and technical management and direction to staff.
2. Develops, implements, and evaluates services and programs to ensure compliance with strategies and performance goals; manages work systems and processes; maintains and updates procedures, and ensures compliance; researches trends and best practices; and recommends and implements changes.

3. Develops and administers work unit budgets and procurement processes; reviews and approves budget requests and transactions; may negotiate and manage contracts; researches and analyzes financial information; makes resource allocation recommendations; and implements resource allocation decisions.
4. Oversees the preparation of reports, records, plans, and other documents; oversees the research and analysis of policy and related information; and makes recommendations to higher-level management.
5. Coordinates with the general public, internal staff, providers, and/or external agencies; convenes, facilitates, and attends meetings; and prepares and makes presentations to the public, elected officials, appointment boards, and other stakeholders.
6. Oversees and conducts performance evaluations, employee development, hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff.
7. Performs other duties of a similar nature and level as assigned

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of providing medical services in public health, correctional health and/or medical health programs and services
- Principles and practices of treatment protocols and medical terminology
- Promotion of health and the prevention of disease and disability and case management
- Community needs assessment
- Health care needs of diversified populations consisting of a variety of social, cultural, and ethnic backgrounds
- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Organizational, personnel, budget, fiscal, and project management
- An assigned medical services operational areas service delivery models for program implementation and administration
- Principles and practices of strategic planning and performance measurement
- Principles and practices of group facilitation and building consensus
- Principles and practices of modern procurement and contract negotiation and administration
- Qualitative and quantitative research methods and techniques

- Principles and techniques of preparing effective oral presentations and written reports
- Principles and practices of conflict resolution and negotiation strategies
- Applicable Federal, State, and local laws, codes, and regulations
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Direct, manage, plan, organize and coordinate the operations of a public health, correctional health or medical health services and programs
- Ensure ongoing compliance with strategic objectives, measuring performance, and participating in the development of goals and strategic plans
- Supervise and evaluate staff performance, train, coach, coordinate deadlines, prioritize work demands, and assign/monitor work
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations
- Manage budgets and allocating resources
- Interpret, monitor, and report financial information and statistics
- Monitor and execute procurement activities for assigned work unit; and negotiate and administer contracts
- Manage large-scale complex projects and/or initiatives, enterprise projects, and/or oversee the management of multiple projects simultaneously
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Research and analyze industry trends and implement and recommend solutions, and best practices
- Prepare and/or direct the preparation of complex and detailed reports, content, documents,
- Make presentations to stakeholders, elected officials, and County leadership
- Develop and implement protocols, policies and procedures
- Establish and maintain cooperative relationships with management, staff, other agencies and community to facilitate group discussions, build consensus and resolve escalated issues
- Exercise political acumen, tact, and diplomacy

- Collaborate with program stakeholders, elected and appointed officials, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills to facilitate interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

If assigned to Nursing:

One (1) year experience as a Medical Services Manager or its equivalent with the County of Orange.

Or

Five (5) years of professional nursing or nursing administration experience related to assignment; must include two (2) years of lead/supervisory experience.

A bachelor's degree in nursing or related medical field of study may substitute for two (2) years of the required non-supervisory experience.

If assigned to Physical or Occupational Therapy:

One (1) year experience as a Medical Services Manager or its equivalent with the County of Orange.

Or

Three (3) years of professional clinical or administrative experience related to assignment; must include two (2) years of lead/supervisory experience.

A master's or doctorate degree in occupational or physical therapy may substitute for one (1) year of the required non-supervisory experience.

If Assigned to Pharmacy:

One (1) year experience as a Medical Services Manager or its equivalent with the County of Orange.

Or

Three (3) years of professional pharmaceutical practice experience; must include two (2) years of lead/supervisory experience.

And

A current/valid State of California Pharmacy License with a "Pharmacist in Charge" designation.

A professional Doctorate degree in Pharmacy may substitute for one (1) year of the required non-supervisory experience.

License/Certification

Possession of specific medical licensure or certification may be required based on assignment

If assigned to Nursing:

Valid Registered Nurse License issued by the California Board of Registered Nursing

Valid basic life support for Health Care Professional Card – American Heart Association or from an approved equivalent provider

Some assignments may require the following certifications:

- Drug Enforcement Agency certificate to prescribe narcotics
- Furnishing Number issued by the California Board of Nursing
- Board certification as nurse practitioner in either family practice and/or psychiatry or both
- A valid National Provider Identification Number (NPI)

If assigned to Physical or Occupational Therapy:

Possession of a valid license as a Physical Therapist issued by the Physical Therapy Board of California

Or

Possession of a valid license as an Occupational Therapist issued by the California Board of Occupational Therapy

If Assigned to Pharmacy:

Current/valid State of California Pharmacy License with a “Pharmacist in Charge” designation.

If Assigned to Laboratory:

State of California Clinical Laboratory Director Board Certification

State of California Clinical Laboratory Improvement Amendments

State of California Microbiologist Certification

For some positions, possession of a valid California Driver’s License, Class C or higher may be required by date of appointment.

For some positions, possession of a valid National Provider Identifier (NPI) number may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Work may be routinely performed in an indoor, office environment, or in a clinic with exposure to atmospheric conditions (such as fumes, odors, dusts, gases, poor ventilation, etc.); hazardous materials (such as chemicals, blood and other body fluids); environmental conditions (such as disruptive people, imminent danger, or threatening environment); intense noise and/or travel.

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



MEDICAL SERVICES ASSISTANT DEPUTY DIRECTOR

Bargaining Unit: MA Admin Management

Class Code:
8261MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the third in a five-level **Medical Services Management Provider Series** responsible for serving as the licensed Assistant Medical Director of a public health, correctional health, medical health or clinical function or serving as a top administrator of Medical Services or Nursing operations.

The Medical Services Management Provider series includes the following:

Medical Services Manager (8259MA)

Medical Services Manager, Senior (8260MA)

Medical Services Assistant Deputy Director (8261MA)

Medical Services Deputy Director (8262MA)

Medical Director (8263MA)

CLASS CHARACTERISTICS:

Through subordinate managers, an incumbent is responsible for multiple divisions that include making broad policy decisions and recommendations to the Deputy Director or Medical Director, and carrying out decisions on behalf of the organization. Such decisions provide context for the work to be accomplished by subordinates supervised within the units managed.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Develops, implements, and evaluates services, programs, large-scale projects, and operations; plans and evaluates system-wide procedures, policies, strategies, and goals; maintains, updates, and ensures procedural and legal compliance for programs and projects including policies and procedures; and plans and implements process improvements.

2. Develops, administers and oversees budgets; oversees procurement activities relevant for area of assignment; reviews and approves budget requests transactions; researches and analyzes invoices and financial information; makes resource allocation and inventory decisions and recommendations; and ensures adherence to budgetary and other applicable requirements, policies, and procedures.
3. Oversees the preparation and maintenance of medical, clinical, operational, and related reports, case and inspection documents, drug utilization and other records, plans, contracts, and other documents; analyzes data sets; oversees the research and analysis of department-wide policy and related information; and makes recommendations, including corrective actions, to higher-level management.
4. Coordinates, consults, and/or provides guidance on patient care, emergency medical services, and disaster planning, as applicable; and identifies and provides education and training on current medical and nursing guidelines for internal staff, as applicable.
5. Oversees and conducts performance evaluations, employee development, hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff, as assigned.
6. Coordinates with County officials, the public, respective departments, and/or external agencies; develops partnerships; responds to escalated complaints and operational issues; and manages ongoing program operations and processes.
7. Convenes, facilitates, and/or attends meetings, briefings, and presentations with internal departments, commissions, Boards, and/or other external stakeholders; and prepares and makes presentations.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of administering medical services, in public health, correctional health and/or medical health programs or services
- Principles and practices of treatment protocols and medical terminology
- Promotion of health and the prevention of disease and disability and case management
- Community needs assessment
- Health care needs of diversified populations consisting of a variety of social, cultural, and ethnic backgrounds
- Organizational, personnel, budget, fiscal and project management
- An assigned medical services operational areas service delivery models for program implementation and administration

- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of group facilitation and building consensus
- Project and contract management principles
- Qualitative and quantitative research methods and techniques
- Principles and techniques of preparing effective oral presentations and written reports
- Principles and practices of conflict resolution and negotiation strategies
- Applicable Federal, State, and local laws, codes, and regulations
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Direct, manage, plan, organize, and coordinate medical services in public health, correctional health and medical health services and programs
- Identify strategic objectives, ensuring ongoing compliance, and measuring performance
- Manage budgets and allocating resources to achieve strategic objectives
- Interpret, monitor, and report financial information and statistics
- Monitor and direct procurement activities for assigned medical services programs
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assign/monitor work
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations
- Research and analyze industry trends, implement solutions, and best practices
- Prepare and direct the preparation of complex and detailed reports, content, documents
- Make presentations to stakeholders, elected officials, and County leadership
- Develop, update, and implement protocols, policies and procedures
- Establish and maintain cooperative working relationships with management, staff, other agencies and community to facilitate group discussions, build consensus and resolve escalated issues

- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills to facilitate interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

If assigned to Medical Services:

One (1) year experience as a Medical Services Manager, Senior or its equivalent with the County of Orange.

Or

Two (2) years of medical professional experience as a primary care physician

And

Doctorate in Medicine (MD), applicable medical internships/fellowships

If assigned to Nursing:

One (1) year experience as a Medical Services Manager, Senior or its equivalent with the County of Orange.

Or

Six (6) years of professional nursing or nursing administration experience; must include two (2) years of supervisory experience.

A bachelor's degree in nursing or related medical field of study may substitute for two (2) years of the required non-supervisory experience.

License/Certification

If assigned to Medical Services:

Possession of the legal requirements for the practice of medicine in California as determined by the Medical Board of California or the California Board of Osteopathic Examiners, without restrictions.

Valid Drug Enforcement Agency certificate for Controlled Substances Level II, III, IV

Valid National Provider Number (NPI)

Valid basic life support for Health Care Professional Card – American Heart Association or from an approved equivalent provider

If assigned to Nursing:

- Valid State of California registered nurse (RN) license
- Valid State of California Public Health Nurse (PHN) certification
- Valid basic life support for Health Care Professional Card – American Heart Association or from an approved equivalent provider

Some assignments may require one or more of the following licenses or certifications:

- American Medical Specialty Board Certificate (e.g. American Board of Psychiatry and Neurology (ABPN))
- Board certification in emergency medicine by the American Board of Emergency Medicine
- Board certification in any primary care specialties as defined by the appropriate board recognized by the American Board of Medical Specialties or the American Osteopathic Association
- Board certification in any of the subspecialties as defined by the appropriate board as recognized by the American Board of Medical Specialties or the American Osteopathic Association
- DATA 2000 waiver
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Work may be routinely performed in an indoor, office environment, or in a clinic with exposure to atmospheric conditions (such as fumes, odors, dusts, gases, poor ventilation, etc.); hazardous materials (such as chemicals, blood and other body fluids); environmental conditions (such as disruptive people, imminent danger, or threatening environment); intense noise and/or travel.

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



MEDICAL SERVICES DEPUTY DIRECTOR

Bargaining Unit: MA Admin Management

Class Code:
8262MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the fourth in a five-level **Medical Services Management Provider Series** responsible for serving as a medical licensed, Deputy Chief of Operations or Director providing consultations on clinical care for specific HCA areas/programs in public health, correctional health, and/or medical health and/or agency wide clinical oversight responsibilities, such as nursing operations.

The Medical Services Management Provider series includes the following:

Medical Services Manager (8259MA)

Medical Services Manager, Senior (8260MA)

Medical Services Assistant Deputy Director (8261MA)

Medical Services Deputy Director (8262MA)

Medical Director (8263MA)

CLASS CHARACTERISTICS:

An incumbent directs the policies and operations of medical services in public health, correctional health, and/or medical health services; and makes broad policy decisions and recommendations to the Medical Director and/or HCA executive team. The Medical Services Deputy Director has clinical authority over all the final clinical decisions within the program and works with service area managers to provide appropriate health care services. This includes making interpretive decisions on behalf of the organization regarding the means for executing the goals established by the relevant executives and governing body subject to constraints imposed by available technology and resources. Such interpretive decisions provide context for the work to be accomplished by subordinates supervised within the units managed.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Develops, implements, and evaluates services, programs, large-scale projects, and operations; plans and evaluates system-wide procedures, policies, strategies, and goals; maintains, updates, and ensures procedural and legal compliance for programs and projects including policies and procedures; and plans and implements process improvements.
2. Develops, administers and oversees budgets; oversees procurement activities relevant for area of assignment; reviews and approves budget requests transactions; researches and analyzes invoices and financial information; makes resource allocation and inventory decisions and recommendations; and ensures adherence to budgetary and other applicable requirements, policies, and procedures.
3. Oversees the preparation of and maintenance of medical, clinical, operational, and related reports, case and inspection documents, drug utilization and other records, plans, contracts, and other documents; analyzes data sets; oversees the research and analysis of department-wide policy and related information; and makes recommendations, including corrective actions, to higher-level staff.
4. Coordinates, consults, and/or provides guidance on patient care, emergency medical services, and disaster planning, as applicable; and identifies and provides education and training on current medical and nursing guidelines for internal staff, as applicable.
5. Oversees and conducts performance evaluations, employee development, hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff.
6. Coordinates with County officials, the public, respective departments, and/or external agencies; develops partnerships; responds to escalated complaints and operational issues; and manages ongoing program operations and processes.
7. Convenes, facilitates, and/or attends meetings, briefings, and presentations with internal departments, commissions, Boards, and/or other external stakeholders; and prepares and makes presentations.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of administering medical services, including public health, correctional and/or medical health programs and services
- Principles and practices of treatment protocols and medical terminology
- Continuous quality improvement consistent with Public Health Accreditation
- Promotion of health and the prevention of disease and disability and case management
- Community needs assessment

- Health care needs of diversified populations consisting of a variety of social, cultural, and ethnic backgrounds
- Organizational, personnel, budgeting and fiscal and project management
- An assigned medical services operational area's service delivery model for program implementation and administration
- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of group facilitation and building consensus
- Project and contract management principles
- Qualitative and quantitative research methods and techniques
- Principles and techniques of preparing effective oral presentations and written reports
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state, and local laws, codes, and regulations
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Plan and manage medical services in a public health, correctional health and/or medical health services and programs
- Identify strategic objectives, ensuring ongoing compliance, and measuring performance
- Manage budgets and allocating resources to achieve strategic objectives
- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assign/monitor work
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations
- Interpret, monitor, and report financial information and statistics
- Monitor and direct procurement activities for assigned medical services programs and/or divisions
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Research and analyze industry trends, implement solutions, and best practices
- Prepare and/or direct the preparation of complex and detailed reports, content, documents

- Make presentations to stakeholders, elected officials, and County leadership
- Develop, update, and implement policies and procedures
- Establish and maintain cooperative working relationships with management, staff, other agencies and community to facilitate group discussions, build consensus and resolve escalating issues
- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills to facilitate interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

If assigned to Medical Services:

One (1) year experience as a Medical Services Assistant Deputy Director or its equivalent with the County of Orange.

Or

Three (3) years of medical professional experience as a primary care physician

And

Doctorate in Medicine (MD), applicable medical internships/fellowships

If assigned to Nursing:

One (1) year experience as a Medical Services Assistant Deputy Director or its equivalent with the County of Orange.

Or

Seven (7) years of professional nursing or nursing administration experience; must include two (2) years of supervisory experience.

A bachelor's degree in nursing or related medical field of study may substitute for two (2) years of the required non-supervisory experience.

License/Certification

If assigned to Medical Services:

Possession of the legal requirements for the practice of medicine in California as determined by the Medical Board of California or the California Board of Osteopathic Examiners, without restrictions.

Valid Drug Enforcement Agency certificate for Controlled Substances Level II, III, IV

Valid National Provider Number (NPI)

Valid basic life support for Health Care Professional Card – American Heart Association or from an approved equivalent provider

Some assignments may require one or more of the following licenses or certifications:

- American Medical Specialty Board Certificate (e.g. American Board of Psychiatry and Neurology (ABPN))
- Board certification in emergency medicine by the American Board of Emergency Medicine
- Board certification in any primary care specialties as defined by the appropriate board recognized by the American Board of Medical Specialties or the American Osteopathic Association
- Board certification in any of the subspecialties as defined by the appropriate board as recognized by the American Board of Medical Specialties or the American Osteopathic Association
- DATA 2000 waiver
- Possession of a valid California Driver's license, Class C or higher

If assigned to Nursing:

- Valid State of California registered nurse (RN) license
- Valid State of California Public Health Nurse (PHN) certification
- Valid basic life support for Health Care Professional Card – American Heart Association or from an approved equivalent provider

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Work may be routinely performed in an indoor, office environment, or in a clinic with exposure to atmospheric conditions (such as fumes, odors, dusts, gases, poor ventilation, etc.); hazardous materials (such as chemicals, blood and other body fluids); environmental conditions (such as disruptive people, imminent danger, or threatening environment); intense noise and/or travel.

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



MEDICAL DIRECTOR

Bargaining Unit: Administrative Management

Class Code:
8263MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the fifth in a five-level **Medical Services Management Provider Series** responsible for directing the policies and operations of a County medical services, agency wide and/or specific HCA programs/divisions in public health, correctional health or medical health services.

Some assignments may provide medical back up for and act on public health medical issues in the County Health Officer's absence.

The Medical Services Management Provider series includes the following:

Medical Services Manager (8259MA)

Medical Services Manager, Senior (8260MA)

Medical Services Assistant Deputy Director (8261MA)

Medical Services Deputy Director (8262MA)

Medical Director (8263MA)

CLASS CHARACTERISTICS:

An incumbent is a licensed physician that serves as a Medical Director agency wide and/or over specific HCA medical services, programs, operations and/or functions typically considered as an organizational subset of a department. An incumbent directs the operation, planning, and implementing of the medical aspects of the public health, correctional health, and/or medical health programs and ensures the enforcement of State and County health and sanitation laws and regulations; makes broad policy decisions and recommendations to the Agency Director or County executive team, and provide interpretive decisions on behalf of the organization regarding the means for executing the goals established by the relevant executives and governing body subject to constraints imposed by available technology and resources. Such interpretive decisions provide context for the work to be accomplished by subordinates supervised within the units managed.

An incumbent oversees the supervision of management and non-management staff, as well as provides leadership and/or sets policies.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Directs medical services, programs, large-scale projects, and operations to include: planning and evaluating system-wide procedures, policies, strategies, and goals; maintaining, updating, and ensuring procedural and legal compliance for programs and projects including policies and procedures; and planning and implementing process improvements and corrective actions.
2. Directs and oversees the development and administration of budgets; oversees procurement activities relevant to the area of assignment; reviews and approves budget requests transactions; analyzes financial information; makes resource allocation decisions and recommendations; and ensures adherence to budgetary and other applicable requirements, policies, and procedures.
3. Directs and oversees the preparation of medical, clinical, operational, and related reports, case and inspection documents, drug utilization and other records, plans, contracts, and other documents; analyzes data sets; coordinates the research and analysis of department-wide policy and related information; and makes recommendations, including corrective actions, to higher-level management.
4. Directs, coordinates, consults and provides guidance on patient care, case management, emergency medical services, disaster planning, and communicable disease programs, as applicable; identifies and provides education and training on current medical and nursing guidelines for internal staff, as applicable.
5. Oversees and conducts performance evaluations, employee development, hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff.
6. Coordinates with County officials, the public, internal staff, departments, and/or external agencies; develops partnerships; responds to escalated complaints and operational issues; and manages ongoing program operations and processes.
7. Convenes, facilitates, and/or attends meetings, briefings, and presentations with internal departments, commissions, Boards, and/or other external stakeholders/agencies; and prepares and makes presentations.
8. Performs other duties of a similar nature and level as assigned

MINIMUM QUALIFICATIONS:

Knowledge of

- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of administering medical services, including public health, correctional health or medical health programs and services
- Principles and practices of treatment protocols and medical terminology
- Promotion of health and the prevention of disease and disability and case management
- Community needs assessment

- Health care needs of diversified populations consisting of a variety of social, cultural, and ethnic backgrounds
- Organizational, personnel, budget, fiscal and project management
- An assigned medical services operational areas service delivery models for program implementation and administration
- Principles and practices of group facilitation and building consensus
- Project and contract management principles
- Qualitative and quantitative research methods and techniques
- Principles and techniques of preparing effective oral presentations and written reports
- Principles and practices of conflict resolution and negotiation strategies
- Applicable Federal, State, and local laws, codes, and regulations
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Direct, manage, plan organize and coordinate medical services in public health correctional health, medical health services and programs
- Identify strategic objectives, ensuring ongoing compliance, and measure performance
- Direct and manage budgets and allocating resources to achieve strategic objectives
- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations
- Interpret, monitor, and report financial information and statistics.
- Oversee, monitor, and direct procurement activities for assigned medical services programs and/or divisions
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Research and analyze industry trends, implement solutions, and best practices
- Prepare and/or direct the preparation of complex and detailed reports, content, documents
- Make presentations to stakeholders, elected officials, and County leadership

- Oversee, develop, update, and implement protocols, policies, and procedures
- Establish and maintain cooperative working relationships with management, staff, other agencies and community to facilitate group discussions, build consensus and resolve escalated issues
- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills to facilitate interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Medical Services Deputy Director or its equivalent with the County of Orange.

Or

Four (4) years of medical practice as a primary care physician.

Doctorate in Medicine (MD), applicable medical internships/fellowships

License/Certification

Possession of the legal requirements for the practice of medicine in California as determined by the Medical Board of California or the California Board of Osteopathic Examiners, without restrictions.

Valid Drug Enforcement Agency certificate for Controlled Substances Level II, III, IV

Valid National Provider Number (NPI)

Valid basic life support for Health Care Professional Card – American Heart Association or from an approved equivalent provider

Some assignments may require one or more of the following licenses or certifications:

- American Medical Specialty Board Certificate (e.g. American Board of Psychiatry and Neurology (ABPN))
- Board certification in emergency medicine by the American Board of Emergency Medicine
- Board certification in any primary care specialties as defined by the appropriate board recognized by the American Board of Medical Specialties or the American Osteopathic Association
- Board certification in any of the subspecialties as defined by the appropriate board as recognized by the American Board of Medical Specialties or the American Osteopathic Association
- DATA 2000 waiver
- Valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Work may be routinely performed in an indoor, office environment, or in a clinic with exposure to atmospheric conditions (such as fumes, odors, dusts, gases, poor ventilation, etc.); hazardous materials (such as chemicals, blood and other body fluids); environmental conditions (such as disruptive people, imminent danger, or threatening environment); intense noise and/or travel.

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



OPERATIONS AND MAINTENANCE ANALYST

Bargaining Unit: MA Administrative Management

Class Code:
8265MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the first in a five-level **Operations and Maintenance Management Series** responsible for the analysis, coordination, or administration of programs and projects related to facilities maintenance, equipment maintenance, fleet maintenance, and signs/directional tools. As assigned, work may include space planning/configuration; property management; tenant relations and tenant moves; coordination of fleet/equipment acquisition and/or maintenance for an assigned County function; coordination of energy and renewable energy programs; and production and installation of signs and directional tools.

The Operations and Maintenance Management series includes the following:

Operations and Maintenance Analyst (8265MA)
Operations and Maintenance Administrator (8266MA)
Operations and Maintenance Manager (8267MA)
Operations and Maintenance Manager, Senior (8268MA)
Operations and Maintenance Deputy Director (8269MA)

CLASS CHARACTERISTICS:

An incumbent performs journey-level analysis, or assists with operations and maintenance program administration or supervision, which may include providing training and work review to employees at the same level, or serving as a supervisor to one (1) non-management employee, multiple contractors, or temporary staff who are assigned to assist with the work being performed. Decision-making includes selecting the method to address a problem or issue, subject to the constraints established by management objectives and direction and making recommendations for management objectives and program administration.

As assigned, an incumbent may serve as a lead worker, assigning work and monitoring work completion; or supervise staff, volunteers, and/or contractors. Supervision of staff includes conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Gathers and analyzes operational and maintenance information to assess sign/direction tool, facility maintenance, property management, solid waste management, and equipment acquisition and maintenance needs and services; responds to service requests and emergency calls; conducts site visits and inspections; and uses technical and analytical expertise to develop findings, analyze trends, and provide recommendations to higher-level staff.
2. Assists with the administration of less complex programs, projects, or specific functional areas of large complex programs related, but not limited to facilities, including harbor operations; property management, planning and maintenance; tenant services; fleet and equipment acquisition, maintenance and management; sign/directional tool management; solid waste operations and management; and renewable energy services.
3. Serves as a liaison to County staff, vendors, and contracted partners; monitors contractor operations; troubleshoots program issues; and ensures compliance with applicable safety, programmatic, budgetary, and contractual requirements, regulations, policies, and procedures.
4. Attends and facilitates committee and related meetings; negotiates, develops, and manages contracts; and assists with project or program budget administration and procurement activities
5. Assists with operational management including the identification of business processes and opportunities for continuous improvement, drafting of operational and safety, policies and procedures, and measurement and analysis of performance indicators.
6. Researches and develops original reports, plans, contracts, bids, materials, and other documents; reviews leases, drawings, designs, and other materials prepared by others; and makes presentations, as assigned.
7. As assigned, serves as a lead worker, or supervises staff, volunteers, and/or contractors, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of assigned service area such as facilities maintenance, harbor operations, property management, tenant services, solid waste operations and management, energy resources management, and fleet operations and maintenance
- Principles and practices of interpreting construction, engineering, and architectural plans and drawings
- Principles and practices of contract administration
- Principles and practices related to the power generation industry, related to planning, permitting, and licensing operations

- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations and written reports
- Principles and practices of modern budget administration and procurement
- Supervisory principles, practices, and techniques, including employee development, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of conflict resolution and negotiation strategies
- Best practices, trends, and emerging technologies
- Applicable federal, state, and local laws, codes, and regulations
- Principles and practices of service delivery models
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Assist with program administration for facilities maintenance, harbor operations, property management, tenant services, solid waste management, renewable energy programs and fleet maintenance
- Prioritize multiple competing work priorities and meeting deadlines
- Research and analyze data, formulate issues, and articulate recommendations
- Interpret construction, engineer, and architectural plans and drawings
- Negotiate and manage contracts
- Review plan, permit, and license documents
- Monitor and interpret operational data, regulatory and financial information, and statistics
- Administer budgets and procurement processes, which may include negotiate contracts
- Develop and prepare reports and presentations
- Recommend and implement policies and procedures

- Resolve conflict and facilitate consensus
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work, as assigned
- Interpret and apply applicable laws, codes, regulations, and standards
- Provide customer service
- Utilize a computer and software applications, specialized equipment, and systems relevant to area of assignment
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Three (3) years of professional operations and maintenance experience related to assignment.

A Bachelor's degree in business, public administration, facilities management, construction management, environmental management, or directly related field may substitute for one (1) year of the required experience.

A Master's degree or higher in business, public administration, facilities management, construction management, environmental management, or directly related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of appointment:

- Basic Solid Waste Landfill Operation Management Certification
- Federal Emergency Management Agency (FEMA) Issued National Incident Management System (NIMS) Certification
- A valid California Class C Driver's License with a satisfactory driving record as determined by the County
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to

access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

May be required to possess one or more of the following: the ability to climb, bend, stoop, twist and reach overhead in rugged conditions to review/evaluate work; manual dexterity and bodily movement sufficient to operate various types of equipment in extreme conditions; lift up to fifty pounds.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.

May be required to function in one or more of the following: uneven terrain, construction sites, inclement weather, heavily populated clinic or program settings with ill or highly emotional clientele.



OPERATIONS AND MAINTENANCE ADMINISTRATOR
Bargaining Unit: AM Administrative Management

Class Code:
8266MA

COUNTY OF ORANGE
Established Date: 03/10/2023

DEFINITION:

This class is the second in a five-level **Operations and Maintenance Management Series** responsible for the supervision of maintenance, repair, and operational work units providing building maintenance, parking operations, solid waste landfill/environmental services, parks maintenance, animal control, and fleet and equipment maintenance. Work includes supervising crafts/trades staff and other non-management staff, coordinating major and minor building maintenance projects, overseeing contracts, processing/approving invoices, participating in emergency and fire inspection planning, managing public and employee parking facilities, coordinating procurement and repair of vehicles and equipment, and administering maintenance management programs.

The Operations and Maintenance Management series includes the following:

Operations and Maintenance Analyst (8265MA)
Operations and Maintenance Administrator (8266MA)
Operations and Maintenance Manager (8267MA)
Operations and Maintenance Manager, Senior (8268MA)
Operations and Maintenance Deputy Director (8269MA)

CLASS CHARACTERISTICS:

An incumbent performs advanced journey-level analytical work and/or operations and maintenance program administration, which includes performing the most complex individual contributor work assignments or supervision of a smaller program/function. Incumbents may supervise multiple staff engaged in non-management work, provide training and work review for same level management staff, or supervise one (1) management level staff assigned to help support and coordinate the program and/or work unit. Decision-making includes providing input into management objectives and selecting the method to address a problem or issue, subject to the constraints established by management objectives and direction.

As assigned, an incumbent may serve as a lead worker, assigning work and monitoring work completion; or supervise staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Coordinates with and serves as a liaison to customers, occupants, employees, the general public, and other groups to identify and resolve facility maintenance, parking operations, capital improvement, and fleet acquisition, maintenance, and replacement needs and services; conducts site visits and inspections; gathers and analyzes related information; and uses technical and analytical expertise to develop findings, troubleshoot complex work assignment issues, and provide recommendations to higher-level staff.
2. Coordinates smaller, less complex programs, projects, or specific operational areas of large complex programs such as maintenance shop management; facilities maintenance; parking operations; parks maintenance; flood control infrastructure management and maintenance; and fleet and equipment acquisition, operations, and maintenance.
3. Plans and conducts studies, inspections, training sessions, and investigations; negotiates and manages contracts; and administers program/project budget and procurement activities.
4. Researches and develops original reports, plans, manuals, guides, contracts, leases, materials, and other documents; serves as technical subject matter expert; reviews materials prepared by others; and makes presentations, as assigned.
5. Responds to inquiries, requests, emergency calls, and/or complaints from vendors, contractors, landlords, the general public, internal staff, and/or external agencies; troubleshoots program-related operational issues; and facilitates and/or attends meetings.
6. As assigned, supervises maintenance, repair, operational, and security activities performed by non-exempt staff and contractors; assists with overall operational management of an operations and maintenance work unit including the identification of business processes and opportunities for continuous improvement, drafting of operational and safety policies and procedures, and measurement and analysis of performance indicators.
7. As assigned, serves as a lead worker, or supervises staff, volunteers, and/or contractors, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of coordinating operations and maintenance services such as maintenance shop management, facilities maintenance, parks maintenance, fleet and equipment maintenance and management; infrastructure maintenance; and parking operations

- Principles and practices of operations and maintenance project and program administration
- Principles and practices of interpreting construction, architectural, and engineering designs and drawings
- Principles and practices of facility management and planning
- Principles and practices of contract management
- Principles and practices of real estate management
- Principles and practices of safety and emergency planning
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations and written reports
- Principles and practices of modern budget administration and procurement
- Supervisory principles, practices, and techniques, including employee development, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of conflict resolution and negotiation strategies
- Best practices, trends, and emerging technologies
- Applicable federal, state, and local laws, codes, and regulations
- Principles and practices of service delivery models
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Administer operations and maintenance programs and activities related, but not limited to maintenance shop management, facility management, and fleet and equipment acquisition, operations, and maintenance
- Prioritize multiple competing work priorities, meeting deadlines, and serve as the key subject matter technical expert
- Negotiate and manage contracts
- Research and analyze data, formulate issues, and articulate recommendations
- Interpret construction, architectural, and engineer designs and drawings

- Prepare and administer safety and emergency plans
- Monitor and interpret operational data, regulatory and financial information, and statistics
- Administer budgets and procurement processes, which may include negotiate contracts
- Develop and prepare reports and presentations
- Recommend and implement policies and procedures
- Resolve conflict and facilitate consensus
- As assigned, serves as a lead worker, or supervises staff, volunteers, and/or contractors, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures
- Interpret and apply applicable laws, codes, regulations, and standards (based on assignment)
- Provide customer service
- Utilize a computer and software applications, specialized equipment, and systems relevant to area of assignment
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as an Operations and Maintenance Analyst or its equivalent with the County of Orange.

Or

Four (4) years of professional operations and maintenance experience related to assignment.

A Bachelor's degree in business, public administration, facilities management, construction management, environmental management, or directly related field may substitute for one (1) year of the required experience.

A Master's degree or higher in business, public administration, facilities management, construction management, environmental management, or directly related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of appointment:

- Possession of a valid California Driver's license, Class C or higher
- National Incident Management System/Incident Management System Certification

- S-140/S-190 Wildland Fire Training Certifications
- Off-road Vehicle Operation Training Certification
- State of California State Park Peace Officer (Ranger) Training Certificate
- PC 832 Arrest and Firearms Course Certificate
- Intermediate Incident Command System Certificate
- Enlightened Leadership Training Certificate
- National Association for Interpretation Certificate
- California Law Enforcement Telecommunication System Radio Certificate

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

May be required to possess one or more of the following: the ability to climb, bend, stoop, twist and reach overhead in rugged conditions to review/evaluate work; manual dexterity and bodily movement sufficient to operate various types of equipment in extreme conditions; lift up to fifty pounds.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.

May be required to function in one or more of the following: uneven terrain, construction sites, inclement weather, heavily populated clinic or program settings with ill or highly emotional clientele.



OPERATIONS AND MAINTENANCE MANAGER
Bargaining Unit: MA Administrative Management

Class Code:
8267MA

COUNTY OF ORANGE
Established Date: 03/10/2023

DEFINITION:

This class is the third in a five-level **Operations and Maintenance Management Series** responsible for supervising a large operations and maintenance unit assigned to providing fleet management and maintenance, parks maintenance, animal control, solid waste (landfill/environmental services) or facilities management and maintenance.

The Operations and Maintenance Management series includes the following:

Operations and Maintenance Analyst (8265MA)
Operations and Maintenance Administrator (8266MA)
Operations and Maintenance Manager (8267MA)
Operations and Maintenance Manager, Senior (8268MA)
Operations and Maintenance Deputy Director (8269MA)

CLASS CHARACTERISTICS:

Incumbents supervise larger operational and maintenance units or multiple smaller work units typically with supervisory authority over at least two (2) or more management-level staff. Decision-making includes using discretion for program decisions to achieve management objectives, with accompanying accountability for those decisions. An individual contributor who is a designated subject matter expert and who serves as a manager of a Countywide enterprise or highly technical and specialized function without direct supervisory responsibilities may be assigned to this level.

As assigned, an incumbent supervises management or exempt staff and non-management level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Plans, coordinates, and evaluates operations and maintenance units such as facilities operations and maintenance (including specialized operations such as correctional facilities, historical sites and zoological facilities); parks maintenance; plant operations and maintenance; flood control infrastructure maintenance; fleet and equipment acquisition, operations, and maintenance; and fueling station operations.
2. Administers ongoing daily operations to comply with strategic goals and preferred outcomes; manages program planning and resource deployment; ensures compliance with contract deliverables; and ensures compliance with all policies, procedures, and quality and performance standards.
3. Manages procurement and budget for assigned operations and maintenance program(s) and/or units; monitors and approves inventory and procurement processes; prepares and reviews budget requests; researches and reviews funding opportunities; collects and analyzes financial information; and makes budgetary and financial recommendations to higher-level staff.
4. Researches, analyzes, develops, and reviews original reports, plans, contracts, leases, agreements, materials, presentations, and other documents; and develops and makes recommendations to higher-level staff.
5. Establishes partnerships; coordinates with County staff, vendors, contractors, the general public, and/or external agencies; and convenes, facilitates, and/or attends meetings. Manages procurement and budget for assigned operations and maintenance program(s) and/or units; monitors and approves inventory and procurement processes; prepares and reviews budget requests; researches and reviews funding opportunities; collects and analyzes financial information; and makes budgetary and financial recommendations to higher-level staff.
6. Supervises professional, paraprofessional, and support level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
7. Ensures a healthy and safe work environment; and ensures compliance with applicable safety, environmental, and related regulations, policies, and procedures.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of assigned maintenance/operational unit(s) such as facilities operations and maintenance (including specialized operations such as correctional facilities, historical sites and zoological facilities); parks maintenance; plant operations and maintenance; flood control infrastructure maintenance; fleet and equipment acquisition, operations, and maintenance; and fueling station operations
- Principles and practices of compliance and contract management
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management

- Principles and practices of operations and maintenance program planning and administration
- Principles and practices of service delivery models
- Principles and practices of conflict resolution
- Best practices, trends and emerging technologies
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations and written reports
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state, and local laws, codes, and regulations
- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Manage operational and maintenance programs and activities
- Ensure that day-to-day performance aligns with strategic program direction
- Administer contracts and ensuring compliance with contract requirements
- Oversee adherence to safety and quality assurance and standards
- Interpret, monitor, and report financial information and statistics
- Research industry trends, solutions, and best practices
- Compile and analyze data, formulate issues, and articulate recommendations
- Author and prepare original reports, content, documents, and presentations
- Recommend, develop, and implement policies and procedures
- Facilitate groups and build consensus with the use of persuasive reasoning
- Exercise political acumen, tact, and diplomacy

- Interpret and apply applicable laws, codes, regulations, and standards (based on assignment)
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Provide customer service
- Utilize a computer and software applications, specialized equipment, and systems relevant to area of assignment
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as an Operations and Maintenance Administrator or its equivalent with the County of Orange.

Or

Five (5) years of professional operations and maintenance experience related to assignment; must include one (1) year of lead/ supervisory experience.

A Bachelor's degree in business, public administration, facilities management, construction management, civil engineering, environmental management, or directly related field may substitute for one (1) year of the required experience.

A Master's degree or higher in business, public administration, facilities management, construction management, environmental management, or directly related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of appointment:

- PC 832 Arrest and Firearms Certificate
- Intermediate Incident Command System Certificate
- S-190 Wildland Fire Training Certificate
- Enlightened Leadership Training Certificate
- National Association for Interpretation Certificate
- California Law Enforcement Telecommunication System Radio Certificate
- Automotive Service Excellence Certification
- Possession of a valid California Driver's license, Class C or higher
- Project Management Professional Certificate

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

May be required to possess one or more of the following: the ability to climb, bend, stoop, twist and reach overhead in rugged conditions to review/evaluate work; manual dexterity and bodily movement sufficient to operate various types of equipment in extreme conditions; lift up to fifty pounds.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.

May be required to function in one or more of the following: uneven terrain, construction sites, inclement weather, heavily populated clinic or program settings with ill or highly emotional clientele.



OPERATIONS AND MAINTENANCE MANAGER, SENIOR

Bargaining Unit: MA Administrative Management

Class Code:
8268MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the fourth in a five-level **Operations and Maintenance Management Series** responsible for managing a major section assigned to the maintenance and/or operation of facilities, parks, animal control, solid waste services (landfill/environmental operations), environmental regulatory operations, as well as the management of major maintenance construction and repair projects related to facilities and/or infrastructure.

The Operations and Maintenance Management series includes the following:

Operations and Maintenance Analyst (8265MA)
Operations and Maintenance Administrator (8266MA)
Operations and Maintenance Manager (8267MA)
Operations and Maintenance Manager, Senior (8268MA)
Operations and Maintenance Deputy Director (8269MA)

CLASS CHARACTERISTICS:

Incumbents oversee multiple highly complex operations and maintenance functions, major maintenance repair projects, and/or a larger organizational work unit exercising first-level (direct) supervision to multiple management level employees, indirect supervision to additional management and/or non-management level employees, and have responsibility for significant budget/funding levels. Decision-making includes establishing work unit objectives and goals, exercising considerable discretion in selecting the method to address a problem or issue, and fostering collaboration among and between the work units supervised as well with work units under the direction of others.

An incumbent oversees the supervision of management and non-management staff, and conduct performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Provides operational and technical management and direction to a large staff for one or more assigned work units performing functions such as facilities operational management and maintenance (including specialized facilities such as recreational facilities); emergency management services; parks maintenance and operations; fleet and equipment maintenance acquisition and disposition; sustainability initiatives; environmental regulatory and compliance programs; and waste management operations.
2. Manages major maintenance projects involving the repair of facilities and/or infrastructure; develops and reviews scope of work documents; oversees contract negotiation and management operations; and ensures compliance with applicable contract, programmatic, safety, and regulatory requirements, policies, and procedures.
3. Develops, implements, and evaluates assigned operations and maintenance services and programs to ensure compliance with strategies and performance goals; manages work systems and processes; maintains and updates procedures, and ensures compliance; researches trends and best practices; and recommends and implements changes.
4. Troubleshoots and resolves program or work unit issues; and keeps higher-level management informed of issues/resolution
5. Develops and administers work unit budgets and procurement processes; reviews and approves budget requests and transactions; negotiates and manages contracts; researches and analyzes financial information; makes resource allocation recommendations; and implements resource allocation decisions.
6. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains reports, records, plans, contracts, leases, agreements, and other documents; oversees the research and analysis of policy and related information; and makes recommendations to higher-level staff.
7. Oversees and conducts performance evaluations, employee development, and hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff, as assigned.
8. Coordinates with the general public, vendors, contractors, County staff, and/or external agencies; convenes, facilitates, and attends meetings; and prepares and makes presentations to the public, elected officials, appointment boards, and other stakeholders.
9. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of managing a large maintenance or operations function such as recreational facilities; general facilities maintenance and management; property management; fleet maintenance and management; solid waste management; infrastructure maintenance and management; and sustainability practices
- Principles and practices of administering regulatory programs, as assigned

- Principles and practices of construction management
- Principles and practices of emergency management
- Principles and practices of facility management systems
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management
- Principles and practices of operations and maintenance program planning and administration
- Principles and practices of service delivery models
- Principles and practices of project management
- Principles and practices of strategic planning and performance measurement
- Principles and practices of group facilitation and building consensus
- Principles and practices of modern procurement, and contract negotiation and administration
- Best practices, trends, and emerging technologies
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of complex oral presentations and written reports
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state, and local laws, codes, and regulations
- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles in providing customer service

Ability to

- Manage assigned operations and maintenance services and programs
- Manage large major maintenance construction projects involving the repair of facilities and infrastructure
- Oversee emergency management programs and operations

- Make recommendations on improving facility management systems
- Ensure ongoing compliance with strategic objectives, measuring performance, and participate in the development of goals and strategic objectives
- Manage budgets and allocate resources
- Interpret, monitor, and report financial information and statistics
- Monitor and execute procurement activities for assigned work unit; and negotiating and administering contracts
- Manage large-scale complex projects and/or initiatives, enterprise projects, and/or overseeing the management of multiple projects simultaneously
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Research, recommend, and implement industry trends, solutions, and best practices
- Author and oversee the preparation of original reports, content, documents, and presentations
- Make presentations to stakeholders, elected officials, and County leadership
- Develop and implement policies and procedures
- Facilitate group discussions and build consensus using persuasive reasoning
- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Provide customer service and resolve escalated issues
- Utilize a computer and software applications, specialized equipment, and systems relevant to area of assignment
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as an Operations and Maintenance Manager or its equivalent with the County of Orange.

Or

Five (5) years of professional business administration or operations and maintenance management experience related to assignment; must include two (2) years of lead/ supervisory experience.

A Bachelor's degree in business, public administration, facilities management, construction management, civil engineering, environmental management, or directly related field may substitute for one (1) year of the required experience.

A Master's degree in business, public administration, facilities management, construction management, environmental management, or directly related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of appointment:

- Solid Waste Management Association of North America Manager of Landfill Operations (SWANA MOLO) Certificate
- Qualified Industrial Stormwater Practitioner, (QISP) Certificate
- Qualified Stormwater Practitioner/Developer (QSP/D) Certificate
- South Coast Air Quality Management District Rule 403 Dust Control Supervisor Certificate
- OSHA 40-Hour Hazardous Waste Operations and Emergency Response (HAZWOPER) Training Certificate
- Leadership Management Course Certifications
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.

May be required to function in one or more of the following: uneven terrain, construction sites, inclement weather, heavily populated clinic or program settings with ill or highly emotional clientele.



OPERATIONS AND MAINTENANCE DEPUTY DIRECTOR

Bargaining Unit: MA Administrative Management

Class Code:
8269MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the fifth in a five-level **Operations and Maintenance Management Series** responsible for overseeing and directing an assigned district or operations and maintenance section providing facilities maintenance and management, parks maintenance, animal control, fleet maintenance and management, solid waste operations and management, or managing projects related to major facilities and/or infrastructure maintenance.

The Operations and Maintenance Management series includes the following:

Operations and Maintenance Analyst (8265MA)
Operations and Maintenance Administrator (8266MA)
Operations and Maintenance Manager (8267MA)
Operations and Maintenance Manager, Senior (8268MA)
Operations and Maintenance Deputy Director (8269MA)

CLASS CHARACTERISTICS:

An incumbent serves as a second level or higher-level supervisor for operations and maintenance functions and has middle management level responsibilities that include making broad policy decisions and recommendations to the department head, designee, or County executive team. Work includes making interpretive decisions on behalf of the organization regarding the means for executing the goals established by the relevant executives and governing body subject to constraints imposed by available technology and resources. Such interpretive decisions provide context for the work to be accomplished by subordinates supervised within the units managed. An incumbent typically reports to a Deputy Agency Director or Agency Director.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Develops, implements, and evaluates services, programs, large-scale projects, and operations related, but not limited to facilities planning, maintenance, and operations; general maintenance; equipment operations; district infrastructure maintenance; emergency incident management; parks programming, maintenance, and operations; fleet acquisition and disposition; sustainability initiatives; and environmental and compliance programs.
2. Develops the department's strategic financial and maintenance plans and operations; develops and implements division's operational policies; and oversees staff responses to public requests for services.
3. Plans and evaluates short- and long-term system-wide procedures, policies, strategies, and goals; maintains, updates, and ensures procedural compliance for assigned operations and maintenance programs and projects; plans and implements process improvements; and resolves complex, escalated work unit issues.
4. Develops, administers, and oversees budgets; oversees procurement activities for the assigned operations and maintenance division; reviews and approves budget requests and transactions; researches and analyzes financial information; makes resource allocation decisions and recommendations; and ensures adherence to budgetary and other applicable requirements, policies, and procedures.
5. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains reports, records, plans, contracts, and other documents; coordinates the research and analysis of department-wide policy and related information; and makes recommendations to higher-level staff.
6. Oversees and conducts performance evaluations, employee development, and hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff, as assigned.
7. Coordinates with County officials and staff, the public, contractors, vendors, and/or external agencies; develops internal and external partnerships; responds to escalated complaints and operational issues; and manages ongoing program operations and processes.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of operations and maintenance service areas related, but not limited, to facilities planning, maintenance, and operations; general maintenance; equipment operations; flood control district infrastructure maintenance; emergency incident management; parks programming, maintenance, and operations; fleet acquisition and disposition; sustainability initiatives; and environmental and compliance programs
- Principles and practices of major construction project management
- Principles and practices of real estate management
- Principles and practices of negotiating and managing contracts

- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management including fund accounting
- Principles and practices of operations and maintenance program planning and administration
- Principles and practices of service delivery models
- Principles and practices of group facilitation and building consensus
- Best practices, trends, and emerging technologies
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of complex oral presentations and written reports
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state, and local laws, codes, regulations, and standards
- Supervisory principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Plan and manage assigned operations and maintenance division services and programs
- Identify strategic objectives, ensure ongoing compliance, and measure performance
- Manage major construction projects
- Oversee contract development and administration processes
- Manage budgets and allocate resources to achieve strategic objectives
- Interpret, monitor, and report financial information and statistics
- Monitor and direct procurement activities for the assigned operations and maintenance division
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Reviewing research and implement industry trends, solutions, and best practices

- Author and oversee the preparation of original reports, content, documents, and presentations
- Make presentations to external stakeholders, elected officials, and County leadership
- Develop and implement policies and procedures
- Facilitate group discussions and build consensus using persuasive reasoning
- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Provide customer service and resolve escalated issues
- Utilize a computer and software applications, specialized equipment, and systems relevant to area of assignment
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Two (2) years experience as an Operations and Maintenance Manager, Senior or its equivalent with the County of Orange.

Or

Six (6) years of management business administration or operations and maintenance management experience related to assignment; must include two (2) years of supervisory experience.

A Bachelor's degree in business, public administration, facilities management, construction management, civil engineering, environmental management, or directly related field may substitute for one (1) year of the required experience.

A Master's degree or higher in business, public administration, facilities management, construction management, civil engineering, environmental management, or directly related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses and certifications by date of appointment:

- A Valid Manager of Landfill Operations Certification
- A Valid State of California Civil Engineer License
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



PROCUREMENT CONTRACT ANALYST

Bargaining Unit: MA Administrative Management

Class Code:
8271MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the first in a five-level **Procurement Contract Management Series** responsible for developing and leading the solicitation process (including developing scope and specifications), preparing vendor selection reports, negotiating and administering contracts, monitoring fiscal and contract deliverable compliance, and, as assigned, coordinating procurement programs such as purchasing cards and credit cards.

The Procurement Contract Management series includes the following:

Procurement Contract Analyst (8271MA)
Procurement Contract Administrator (8272MA)
Procurement Contract Manager (8273MA)
Procurement Contract Manager, Senior (8274MA)
County Procurement Officer (8275MA)

CLASS CHARACTERISTICS:

An incumbent performs journey-level analysis, or assists with program administration or supervision, which may include providing training and work review to employees at the same level, or serving as a supervisor to one non-management employee, multiple contractors, or temporary staff who are assigned to assist with the work being performed. Decision-making includes selecting the method to address a problem or issue, subject to the constraints established by management objectives and direction and making recommendations for management objectives and program administration.

As assigned, an incumbent may serve as a lead worker, assigning work and monitoring work completion; or supervise staff, volunteers, and/or contractors. Supervision of staff includes conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Establishes research criteria, gathers information and/or leads the information gathering process, analyzes information, and uses technical and analytical expertise to prepare solicitation materials (e.g. Invitation to Bid, Request for Proposals, Request for Applications, Request for Qualification, Solicitations for Interest, and Sole Source), negotiate and/or participate in the negotiation of contracts and/or amendments, conduct evaluations of proposals, support Purchasing Card and online bidding administration, develop findings, and provide recommendations to higher-level staff.
2. Assists with the administration of less complex programs, projects, or specific functional areas of large complex programs; plans and conducts studies, surveys, investigations, and training sessions regarding purchasing processes and systems; assists with contract, project, or program budget administration, monitoring, and tracking; and procurement activities.
3. Researches and develops original solicitation materials, scopes of work, reports, materials, presentations, and other documents; reviews materials prepared by others; makes presentations, as assigned.
4. Assists with the management of operational activities including the identification of business processes and opportunities for continuous improvement, drafting of operational policies and procedures, and measurement and analysis of performance indicators.
5. Responds to inquiries and/or complaints from vendors, the general public, internal staff, and/or external agencies; troubleshoots and provides support in resolving issues and discrepancies with contracts and/or program-related operational issues; facilitates and/or attends meetings; participates on site visits when required; and maintains communication with vendors and internal customers providing support and timely information.
6. As assigned, serves as a lead worker, or supervises staff, volunteers, and/or contractors, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
7. Administers and ensures compliance with applicable regulations, policies, and procedures.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of public agency procurement and contract management
- Principles and practices of project and program administration
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations and written reports
- Principles and practices of modern budget administration

- Supervisory principles, practices, and techniques including employee development, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Applicable federal, state, and local laws, codes, regulations, and standards
- Principles and practices of service delivery models
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Effectively administer procurement and contract administration management programs and activities
- Research and analyze data, formulate issues, and articulate recommendations
- Monitor and interpret operational data, regulatory and financial information, and statistics
- Administer budgets and procurement processes, which may include negotiating and administration of contracts
- Develop and prepare solicitation materials, contracts, reports, and presentations
- Recommend and implement policies and procedures
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work, as assigned
- Interpret and apply applicable laws, codes, regulations, and standards
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Three (3) years of professional procurement and contract administration experience related to assignment.

A Bachelor's degree in business administration, finance, or related area may substitute for one (1) year of the required experience.

A Master's degree or higher in business administration, finance, or related area may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications:

- Possession of a valid California Driver's license, Class C or higher (by date of appointment)
- Deputy Purchasing Agent (DPA) certification (obtain within three months of employment)

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



PROCUREMENT CONTRACT ADMINISTRATOR

Bargaining Unit: MA Administrative Management

Class Code:
8272MA

COUNTY OF ORANGE

Established Date: 00/00/0000

DEFINITION:

This class is the second in a five-level **Procurement Contract Management Series** responsible for developing and administering large complex contracts; supervising non-exempt staff engaged in the procurement of goods, inventory and/or related warehousing activities; developing procurement policies and procedures; conducting procurement training; and/or providing ongoing guidance to County staff.

The Procurement Contract Management series includes the following:

Procurement Contract Analyst (8271MA)
Procurement Contract Administrator (8272MA)
Procurement Contract Manager (8273MA)
Procurement Contract Manager, Senior (8274MA)
County Procurement Officer (8275MA)

CLASS CHARACTERISTICS:

An incumbent performs advanced journey-level analytical work and/or program administration which includes performing the most complex individual contributor work assignments or supervising a smaller program/function. Incumbents may supervise multiple staff engaged in non-management work, provide training and work review for same level management staff, or supervise one management level staff assigned to help support and coordinate the program and/or work unit. Decision-making includes providing input into management objectives and selecting the method to address a problem or issue, subject to the constraints established by management objectives and direction.

As assigned, an incumbent may serve as a lead worker, assigning work and monitoring work completion; or supervise staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Establishes research criteria, gathers information and/or leads the information gathering process, analyzes information, and uses technical and analytical expertise to develop findings and provide recommendations to higher-level staff.
2. Administers smaller, less complex procurement programs, projects, or specific functional areas of large complex programs; plans and conducts studies, surveys, and training sessions; administers program/project budget and procurement contract administration activities which may include, but are not limited to encumbrance expense monitoring, invoice reconciliations, CAL-Card review and approval, expenditure report reviews, financial reconciliation of accounts, audits, and asset tracking, review, and management.
3. Provides input into contract development administration, monitoring, justification review, and contract amendments.
4. As assigned, supervises transactional, investigatory, or processing operational activities performed by non-exempt staff; and assists with overall operational management of a procurement work unit including the identification of business processes, workflows, and opportunities for continuous improvement; drafting of operational policies, desk guide procedures, and training materials; monitoring of Procurement ticketing systems; and measurement and analysis of performance indicators.
5. Researches and develops original reports, solicitation materials, presentations, and other documents; serves as technical subject matter expert; reviews, edits, and monitors contracts, reports, procurement documentation, and materials prepared by others; conducts compliance reviews; and makes presentations, as assigned.
6. Responds to inquiries and/or complaints from vendors, the general public, County staff, and/or external agencies; troubleshoots program-related operational issues; facilitates and/or attends meetings; and maintains communication and establishes rapport with vendors and potential vendors.
7. As assigned, serves as a lead worker, or supervises staff, volunteers, and/or contractors, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures; assigns and allocates staff; provides guidance to team members on projects, policies, and next steps; manages divisional priorities; and provides backup managerial support, when required.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of procurement and contract administration management
- Principles and practices of project and program administration
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis

- Principles and techniques of effective oral presentations and written reports
- Principles and practices of modern budget administration and expense monitoring/tracking
- Supervisory principles, practices, and techniques including employee development, coordinating deadlines, prioritizing work demands, training, and assigning/monitoring work
- Principles of maintaining confidentiality in the procurement process
- Applicable federal, state, and local laws, codes, regulations, and standards
- Principles and practices of service delivery models
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Administer procurement and contract administration management programs, projects, and activities
- Research and analyzing data, formulating issues, and articulating recommendations
- Monitor and interpret operational data, regulatory, financial information, and statistics
- Administer budgets and procurement processes which may include negotiating, administration and monitoring contracts
- Develop and prepare solicitation materials, contracts, reports and presentations
- Recommend and implement policies and procedures
- Supervise and evaluate staff performance, including train, coach staff, coordinate deadlines, prioritize work demands, and assign/monitor work, as assigned
- Interpret and apply applicable laws, codes, regulations, and standards
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Procurement Contract Analyst or its equivalent with the County of Orange.

Or

Five (5) years of professional experience in administering procurement and contract administration management programs work related to assignment; must include one (1) year of lead/supervisory experience.

A Bachelor's degree in finance, business administration, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in business administration, finance, or related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications:

- Deputy Purchasing Agent (DPA) certification (obtain within three months of employment)
- Certified Professional Public Buyer (CPPB) (by date of appointment)
- Certified Public Procurement Officer (CPPO) (by date of appointment)
- Certified Professional of Supply Chain Management (by date of appointment)
- Six Sigma certification(s) (by date of appointment)
- Possession of a valid California Driver's license, Class C or higher (by date of appointment)

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



PROCUREMENT CONTRACT MANAGER

Bargaining Unit: MA Administrative Management

Class Code:
8273MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the third in a five-level **Procurement Contract Management Series** responsible for supervising a procurement or contracts unit for a County department or central procurement operations.

The Procurement Contract Management series includes the following:

Procurement Contract Analyst (8271MA)
Procurement Contract Administrator (8272MA)
Procurement Contract Manager (8273MA)
Procurement Contract Manager, Senior (8274MA)
County Procurement Officer (8275MA)

CLASS CHARACTERISTICS:

Incumbents supervise procurement and contract programs of varying sizes or smaller work units typically with supervisory authority over at least two or more management-level staff. Decision-making includes using discretion for contract program decisions to achieve management objectives, with accompanying accountability for those decisions. An individual contributor who is a designated subject matter expert and who serves as a manager of a Countywide enterprise or highly technical and specialized function, without direct supervisory responsibilities may be assigned to this level.

As assigned, an incumbent supervises management and non-management level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Plans, coordinates, evaluates, and monitors procurement solicitations, negotiations and contract administration programs, and projects; provides consultative support for procurement solicitations; prepares and administers ongoing daily operations to comply with strategic goals and preferred outcomes; manages program planning and resource deployment; develops and updates policies and procedures; ensures compliance with all policies, procedures, statute, quality, and performance standards.
2. Researches, analyzes, develops, reviews and administrator solicitations, contracts, reports, materials, presentations, and other documents; reviews materials for accuracy and edits, when needed, according to procurement best practices, risk management considerations, standards, policies, and procedures; provides oversight for justification reviews and amendment requests; reviews and approves documents (e.g. purchase requisitions, purchase orders, contracts, and delivery orders); develops and makes recommendations to higher-level staff.
3. Establishes internal and external partnerships; coordinates with County staff, vendors, boards, the general public, multi-divisional work groups, and/or external agencies; convenes, facilitates, and/or attends meetings.
4. Manages procurement and administrator contracts for assigned program(s); monitors and approves inventory and procurement processes; prepares and reviews budget requests; researches and reviews funding opportunities; collects and analyzes financial information; coordinates month and year end fiscal processes; reviews and audits billing transactions; oversees encumbrance management; and makes budgetary and financial recommendations to higher-level staff.
5. Ensures a healthy and safe work environment; and ensures compliance with applicable statute, regulations, policies, and procedures.
6. Supervises professional, paraprofessional, and support level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
7. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of public agency procurement and contract management and solicitation best practices
- Principles and practices of contract administration management and negotiation
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management
- Principles and practices of program planning and administration
- Principles and practices of service delivery models

- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective written and oral presentations
- Applicable federal, state, and local laws, codes, regulations, and standards
- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Provide guidance and oversight in planning procurement and solicitation processes and operations
- Evaluate, recommend, and provide guidance on contract administration principles
- Manage and implement assigned procurement and contract programs or projects
- Oversee adherence to quality assurance and standards
- Interpret, monitor, and report financial information and statistics
- Research industry trends, solutions, and best practices
- Compile and analyze data, formulate issues, and articulate recommendations
- Prepare original reports, contracts, proposals, content, documents, and presentations
- Recommend, develop, and implement policies and procedures
- Exercise political acumen, tact, and diplomacy
- Interpret and apply applicable laws, codes, regulations, and standards
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, vendors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Procurement Contract Administrator or its equivalent with the County of Orange.

Or

Five (5) years of professional experience in procurement and contract management work related to assignment; must include two (2) years of lead/supervisory experience.

A Bachelor's degree in finance, business administration, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in business administration, finance, or related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications:

- Deputy Purchasing Agent (DPA) certification (obtain within three months of employment)
- Certified Professional Public Buyer (CPPB) (by date of appointment)
- Certified Public Procurement Officer (CPPO) (by date of appointment)
- Certified Purchasing Manager (CPM) (by date of appointment)
- Certified Professional of Supply Chain Management (by date of appointment)
- Six Stigma certification(s) (by date of appointment)
- Possession of a valid California Driver's license, Class C or higher (by date of appointment)

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



PROCUREMENT CONTRACT MANAGER, SENIOR

Bargaining Unit: MA Administrative Management

Class Code:
8274MA

COUNTY OF ORANGE

Established Date: 00/00/0000

DEFINITION:

This class is the fourth in a five-level **Procurement Contract Management Series** responsible for overseeing multiple procurement and contract administration programs and/or units engaged in various types of procurements such as, goods, services, human services, A-E, and Public Works, including solicitations, contract administration, negotiations, and fiscal and deliverable monitoring.

The Procurement Contract Management series includes the following:

Procurement Contract Analyst (8271MA)
Procurement Contract Administrator (8272MA)
Procurement Contract Manager (8273MA)
Procurement Contract Manager, Senior (8274MA)
County Procurement Officer (8275MA)

CLASS CHARACTERISTICS:

Incumbents oversee multiple highly complex procurement and contracts division, operational functions and/or an organizational work unit exercising direct supervision to multiple management level employees, indirect supervision to additional management and/or non-management level employees, and have responsibility for significant budget/funding levels. Decision-making includes establishing work unit objectives and goals, exercising considerable discretion in selecting the method to address a problem or issue, and fostering collaboration among and between the work units supervised as well with work units under the direction of others.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Provides operational and technical management and direction to staff including, but not limited to one or more of the following areas: procurement contract administration; solicitations; contracts and Memos of Understanding (MOU) development, negotiation; risk management; project management; and conflict resolution.
2. Troubleshoots and resolves program or work unit issues and keeps higher-level management informed of issues/resolution.
3. Develops, implements, and evaluates procurement services and programs to ensure compliance with strategies and performance goals; manages work systems and processes; identifies methods to streamline processes to drive efficiencies; maintains and updates procedures, and ensures compliance; researches trends and best practices; and recommends and implements changes.
4. Develops and administers work unit budgets and procurement processes; reviews, approves and tracks budget requests and transactions; researches and analyzes financial information; reviews items purchased to identify cost savings opportunities; makes resource and project allocation recommendations; and implements resource allocation decisions.
5. Oversees the preparation of and/or prepares, reviews, designs, approves, monitors, and/or maintains procurement reports, financial reports, inventory and asset reports, audit reports, policies and procedures, Agenda Staff Reports, requisitions, records, plans, and other documents; oversees the research and analysis of policy and related information; and makes recommendations to higher-level staff.
6. Coordinates with the general public, current/prospective vendors, County staff, and/or external agencies; convenes, facilitates, and attends meetings; represents division in Countywide collaboration and work group meetings; and prepares and makes presentations to the public, elected officials, appointment boards, and other stakeholders.
7. Oversees and conducts performance evaluations, employee development, hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff, as assigned.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles, practices, and policies of modern public agency procurement management, solicitation, and administration
- Principles, practices, and policies of public agency contract development, management, negotiation, risk assessment, and administration
- Principles and practices of modern business management
- Principles and practices of budgeting, expense monitoring, variance tracking, reporting, accruals, encumbrances, identification of savings opportunities, and fiscal management

- Principles and practices of project and program planning, administration, and management
- Principles and practices of service delivery models
- Principles and practices of strategic planning and performance measurement
- Principles and practices of group facilitation and building consensus
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Applicable federal, state, and local laws, codes, regulations, and standards
- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Manage the operations of public agency procurement activities including solicitations, negotiations, contract management and administration, and related services and programs
- Ensure ongoing compliance with strategic objectives and measure performance; and participating in the development of goals and strategic objectives
- Manage budgets including tracking, reporting, variance analysis, accrual management, encumbrance oversight, and savings
- Interpret, monitor, and report financial information and statistics
- Manage and allocate resources
- Manage large-scale complex projects and/or initiatives, enterprise projects, and/or overseeing the management of multiple projects simultaneously
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Research, recommend, and implement industry trends, solutions, and best practices
- Oversee the preparation of original reports, content, documents, and presentations
- Make presentations to stakeholders, elected officials, and County leadership

- Develop and implement policies and procedures
- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Procurement Contract Manager or its equivalent with the County of Orange.

Or

Five (5) years of professional procurement experience in complex procurement and contract management and operational oversight related to assignment; must include three (3) years of supervisory experience.

A Bachelor's degree in finance, business administration, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in business administration, finance, or related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications:

- Deputy Purchasing Agent (DPA) certification (obtain within three months of employment)
- Certified Professional Public Buyer (CPPB) (by date of appointment)
- Certified Public Procurement Officer (CPPO) (by date of appointment)
- Certified Purchasing Manager (CPM) (by date of appointment)
- Certified Professional of Supply Chain Management (by date of appointment)
- Six Sigma certification(s) (by date of appointment)
- Possession of a valid California Driver's license, Class C or higher (by date of appointment)

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



COUNTY PROCUREMENT OFFICER

Bargaining Unit: MA Administrative Management

Class Code:
8275MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the fifth in a five-level **Procurement Contract Management Series** responsible for serving as the County Purchasing Officer, administering and managing of procurement and contract activities for all County departments, acting as the delegated Authority from the Board of Supervisors.

The Procurement Contract Management series includes the following:

Procurement Contract Analyst (8271MA)
Procurement Contract Administrator (8272MA)
Procurement Contract Manager (8273MA)
Procurement Contract Manager, Senior (8274MA)
County Procurement Officer (8275MA)

CLASS CHARACTERISTICS:

This single-incumbent classification serves as the procurement contract authority for the County and is responsible for the management of overall procurement and contract activities, including formulating and administering Countywide policy. The incumbent has responsibilities that include making broad policy decisions and recommendations to the County executive team, and making interpretive decisions on behalf of the County regarding the means for executing the goals established by the relevant executives and governing body subject to constraints imposed by available technology and resources. Such interpretive decisions provide context for the work to be accomplished by subordinates supervised within the units managed.

The County Procurement Officer oversees the supervision of management and non-management staff, as well as directly supervises management and non-management staff including conducting performance evaluations and coordinating training.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Oversees, reviews, and monitors Countywide procurement services, contract administration, special programs, large-scale projects, and overall operations.
2. Plans and evaluates system-wide strategies and goals.
3. Researches, reviews, recommends, and develops countywide policies and procedures while collaborating with procurement leaders, departments, County Counsel and the Board of Supervisors (Board).
4. Ensures program and project procedural compliance, fair and efficient procurement practices, and provides recommendations for process improvements.
5. Oversees the Procurement Office budget and activities; reviews, approves, and monitors budget; analyzes financial information; makes resource allocation decisions and recommendations; and ensures adherence to budgetary and other applicable requirements, policies, and procedures.
6. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains reports, records, plans, contracts, and other documents; and makes recommendations to higher-level staff including department heads, the Board, and County Executive Office.
7. Coordinates with County officials and staff, the Board, vendors, the public, community organizations, and/or external agencies; develops internal and external partnerships; and responds to escalated requests and operational issues.
8. Convenes, facilitates, and/or attends meetings, briefings, and presentations with internal departments, commissions, the Board, and/or other external stakeholders; and prepares and makes presentations.
9. Provides management oversight and training, when applicable, for County programs including, but not limited to: Deputy Purchasing Agent (DPA) certifications, testing, revocation, and countywide procurement systems, programs, oversight and tools.
10. Provides management oversight, and guidance for County procurement procedures, tools, facilities, and systems.
11. Oversees and conducts performance evaluations, employee development, hiring, discipline, and termination as well as directly supervises management, professional, paraprofessional, and support staff.
12. Delegated authority to supervises and manages activities related to the surplus disposition of obsolete or unneeded County assets.

MINIMUM QUALIFICATIONS:

Knowledge of

- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work

- Principles and practices of public administration management including public procurement and contract administration
- Principles and practices of budgeting and fiscal management including fund accounting, program and project planning and administration, and service delivery models
- Principles and best practices, trends, and emerging technologies in procurement contract programs and profession
- Principles and methods of qualitative and quantitative research
- Principles and techniques of effective writing as well as written and oral presentations
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state, and local laws, codes, regulations, and standards including County rules and regulations

Ability to

- Supervise and evaluate staff performance, training, and coaching, and coordinate deadlines, prioritize work demands, and assign/monitor work
- Plan and manage public administration services and programs including procurement and contract administration
- Establish strategic objectives, ensure ongoing compliance, and measure performance
- Manage budgets and allocate resources to achieve strategic objectives
- Interpret, monitor, and report financial information and statistics
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Review research and implement industry trends, solutions, and best practices
- Author and oversee the preparation of original reports, content, documents, and presentations
- Make presentations to stakeholders, boards, elected officials, and County leadership
- Develop and implement policies and procedures
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal/external leadership
- Interpret and apply applicable laws, codes, regulations, and standards including County rules and regulations, legislation, and statutes

- Utilize communication and interpersonal skills in interactions with coworkers, supervisors, vendors/potential vendors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Two (2) years experience as a Procurement Contract Manager, Senior or its equivalent with the County of Orange.

Five (5) years of highly complex management procurement, contract management and/or operational management oversight experience related to assignment; must include four (4) years of supervisory experience.

A Bachelor's degree in finance, business administration, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in finance, business administration, or related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require more or more of the following licenses or certifications:

- Deputy Purchasing Agent (DPA) certification (obtain within three months of employment)
- Possession of a valid California Driver's license, Class C or higher (by date of appointment)

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



PUBLIC INFORMATION AND AFFAIRS ANALYST

Bargaining Unit: MA Administrative Management

Class Code:
8277MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the first in a five-level **Public Information and Affairs Management Series** responsible for developing and making recommendations for internal and external strategic messaging and communications; ensuring that accurate and timely information is released; developing and executing social media strategies; analyzing proposed legislation; coordinating with department liaisons; preparing written content including press releases, newsletters, legislative letters, and informational materials; event planning; and executing and developing marketing and other collateral materials.

The Public Information and Affairs Management series includes the following:

Public Information and Affairs Analyst (8277MA)

Public Information and Affairs Administrator (8278MA)

Public Information and Affairs Manager (8279MA)

Public Information and Affairs Manager, Senior (8280MA)

Public Information and Affairs Assistant Deputy Director (8281MA)

CLASS CHARACTERISTICS:

An incumbent performs journey-level analysis, or assists with Public Information/Public Affairs program administration or supervision, which may include providing training and work review to employees at the same level, or serving as a supervisor to one non-management employee, multiple contractors, or temporary staff who are assigned to assist with the work being performed. Decision-making includes selecting the method to address a problem or issue, subject to the constraints established by management objectives and direction and making recommendations for management objectives and program administration.

As assigned, an incumbent may serve as a lead worker, assigning work and monitoring work completion; or supervise staff, volunteers, and/or contractors. Supervision of staff includes conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Establishes research criteria, gathers information and/or leads the information gathering process, analyzes information, references legislation and grants, and uses technical and analytical expertise to develop findings and provide recommendations to higher-level staff.
2. Assists with the administration of less complex programs, projects, or specific functional areas of large complex programs; plans and conducts studies, surveys, training sessions, and investigations; assists with project or program budget administration and procurement activities.
3. Develops internal and external strategic messaging; ensures accuracy and timeliness of communications; and serves as a media spokesperson and/or provides supports to the Public Information Officer for media activities.
4. Develops and executes marketing strategies, campaigns, and collateral; develops, monitors, and updates websites and social media content; and/or conducts outreach and community relation activities and events
5. Analyzes a variety of public information and/or legislative/grants proposals to assess the impact on applicable agency/agencies. Assists with the management of operational activities including the identification of business processes and opportunities for continuous improvement, drafting of operational policies and procedures, and measurement and analysis of performance indicators.
6. Researches and develops original reports, press releases, media alerts, marketing collateral, newsletters, digital content, speeches, letters, agendas, text for legislation, articles, presentations, and other materials; reviews materials prepared by others; and makes presentations.
7. Responds to inquiries from and/or coordinates activities with County staff, the media, legislators, vendors, the general public, trade associations, and/or external agencies; troubleshoots program-related operational issues; and facilitates and/or attends meetings.
8. As assigned, serves as a lead worker, or supervises staff, volunteers, and/or contractors, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
9. Administers and ensures compliance with applicable regulations, policies, and procedures.
10. Performs other duties of a similar nature and level.

MINIMUM QUALIFICATIONS

Knowledge of

- Principles and practices of Public Information, Public Affairs, Public Administration, and Legislative Affairs including strategic messaging and communications, media relations, marketing, public relations, website and social media execution, legislation analysis, and event planning
- Principles and practices of project and program administration
- Principles and practices of federal, state, and local legislative processes and government organizational structures

- Principles and practices of journalism and the media including media law, public records law, media types (e.g. print, broadcast, and online), responding to media requests, and deadlines
- Principles and practices of marketing material concept development and execution including graphic design, print production, social media, and web publishing
- Principles and techniques of effective oral presentations, public speaking, and written reports
- Supervisory principles, practices, and techniques including employee development, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Applicable federal, state, and local laws, codes, regulations, and standards
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Administer Public Information, Legislative Affairs, and Public Affairs programs and activities in assigned area of responsibility
- Identify, analyze, and make recommendations on legislation that impacts the County of Orange and its operations
- Develop strategic messaging and communications
- Plan and respond appropriately to media events, requests, and queries
- Supervise the coordination, preparation, and publication of media, marketing, promotional, and/or communication materials
- Administer programs and projects administration
- Prioritize multiple competing work priorities and meeting deadlines
- Research and analyze data, formulating issues, and articulating recommendations
- Monitor and interpret operational data, regulatory, legislative, and financial information, and statistics
- Administer budgets and procurement processes, which may include negotiating contracts and managing vendor work
- Develop and prepare reports, press releases, speeches, and presentations
- Recommend and implement policies and procedure
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work, as assigned
- Interpret and apply applicable laws, codes, regulations, and standards

- Provide excellent customer service
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Three (3) years of professional public information, public affairs, political science, and/or legislative affairs experience related to assignment.

A Bachelor's degree in communications, public relations, business administration, public administration, political science, or a related field may substitute for one (1) year of the required experience.

A Master's degree in communications, public relations, business administration, public administration, political science, or a related field study may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of application/date of appointment:

- Completion of Federal Emergency Management Administration (FEMA) Incident Command Structure (ICS) training modules
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



PUBLIC INFORMATION AND AFFAIRS ADMINISTRATOR

Bargaining Unit: MA Administrative Management

Class Code:
8278MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the second in a five-level **Public Information and Affairs Management Series** responsible for developing and making recommendations for internal and external strategic messaging and communications, ensuring that accurate and timely information is released, developing and executing social media strategies, analyzing proposed legislation, developing legislative strategy, preparing written content including press releases, newsletters and informational materials, event planning, and executing and developing marketing and other collateral materials.

The Public Information and Affairs Management series includes the following:

Public Information and Affairs Analyst (8277MA)

Public Information and Affairs Administrator (8278MA)

Public Information and Affairs Manager (8279MA)

Public Information and Affairs Manager, Senior (8280MA)

Public Information and Affairs Assistant Deputy Director (8281MA)

CLASS CHARACTERISTICS:

An incumbent performs advanced journey-level analytical work and/or program administration for Public Information/Public Affairs which includes performing the most complex individual contributor work assignments or supervision of a smaller program/function. Incumbents may supervise multiple staff engaged in non-management work, provide training and work review for same level management staff, or supervise one (1) management level staff assigned to help support and coordinate the program and/or work unit. Decision-making includes providing input into management objectives and selecting the method to address a problem or issue, subject to the constraints established by management objectives.

As assigned, an incumbent may serve as a lead worker, assigning work and monitoring work completion; or supervise staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Establishes research criteria, gathers information and/or leads the information gathering process, analyzes information, and uses technical and analytical expertise to develop findings and provide recommendations to higher-level staff.
2. Administers smaller, less complex programs, projects, or specific functional areas of large complex programs; plans and conducts studies, surveys, training sessions, and investigations; and administers program/project budget and procurement activities.
3. Develops internal and external strategic messaging ensuring accuracy and timeliness of communications; may serve as a media spokesperson and/or Public Information Officer (PIO); coordinates the development of standardized communication tools, protocols and practices; and, may coordinate public records request activities and responses.
4. Manages the development and execution of marketing and/or communication strategies, campaigns, collateral, and/or brand guidelines; may oversee the development and execution of social media and web.
5. content strategies; ensures the accuracy of social media, website and/or legislative summary content, posts, and updates; and/or coordinates special events.
6. Performs impact analyses of proposed legislation and/or of a variety of other public information to assess the impact on applicable agency/agencies.
7. As assigned, supervises transactional, investigatory, or processing operational activities performed by non-exempt staff; and assists with overall operational management of a work unit including the identification of business processes and opportunities for continuous improvement, drafting of operational policies and procedures, and measurement and analysis of performance indicators.
8. Researches, develops, and disseminates original reports, press releases, marketing collateral, newsletters, digital content, talking points, calendars, presentations, and other materials; serves as a technical subject matter expert; reviews materials prepared by others; makes presentations.
9. Responds to inquiries, including public information requests, and coordinates activities with County staff, the media, legislators, vendors, the general public, and/or external agencies; troubleshoots program-related operational issues; and facilitates and/or attends meetings.
10. As assigned, serves as a lead worker, or supervises staff, volunteers, and/or contractors, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
11. Performs other duties of a similar nature and level.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of Public Information and Public Affairs including strategic messaging and communications, media relations, marketing, public relations, website and social media execution, legislation analysis, and special event planning

- Principles and practices of project and program administration
- Principles and practices of journalism and the media
- Principles and practices of marketing material concept development and execution
- Principles and practices of federal, state, and local legislative processes and government organizational structures
- Principles and techniques of effective oral presentations, public speaking, and written reports
- Supervisory principles, practices, and techniques, including employee development, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Applicable federal, state, and local laws, codes, regulations, and standards
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Administer Public Information, Legislative Affairs, and Public Affairs programs and activities in assigned area of responsibility
- Ability to identify, analyze, and develop a strategy to address legislative impacts to County operations
- Develop strategic messaging and communication materials
- Plan and respond appropriately to public information/affairs events, requests, and queries. Coordinating the preparation and publication of media, marketing, promotional, and/or communication materials
- Administer programs and projects
- Prioritize multiple competing work priorities and meeting deadlines
- Research and analyze data, formulate issues, and articulating recommendations
- Monitor and interpret operational data, regulatory and financial information, and statistics
- Administer budgets and procurement processes, which may include negotiating contracts
- Develop and prepare reports, press releases, and presentations
- Recommend and implement policies and procedures
- Resolve conflict and facilitate consensus across multiple stakeholders

- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands and assigning/monitoring work, as assigned
- Interpret and apply applicable laws, codes, regulations, and standards
- Provide excellent customer service
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to effectively exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Public Information and Affairs Analyst or its equivalent with the County of Orange.

Or

Four (4) years of professional public information and affairs experience related to assignment.

A Bachelor's degree in communications, public relations, business administration, public administration, political science, or a related field may substitute for one (1) year of the required experience.

A Master's degree or higher in communications, public relations, business administration, public administration, political science, or a related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of application/date of appointment:

- Completion of Federal Emergency Management Administration (FEMA) Incident Command Structure (ICS) training modules
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



PUBLIC INFORMATION AND AFFAIRS MANAGER

Bargaining Unit: MA Administrative Management

Class Code:
8279MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the third in a five-level **Public Information and Affairs Management Series** responsible for supervising a program or work unit devoted to public information, or public affairs/legislative analysis. Incumbents supervise internal and external communications, analyze and develop legislative strategy and implementation, education and outreach initiatives, messaging and marketing initiatives, event coordination, and special events. Incumbents may serve on a department's executive team and/or participate in strategic and policy discussions

The Public Information and Affairs Management series includes the following:

Public Information and Affairs Analyst (8277MA)

Public Information and Affairs Administrator (8278MA)

Public Information and Affairs Manager (8279MA)

Public Information and Affairs Manager, Senior (8280MA)

Public Information and Affairs Assistant Deputy Director (8281MA)

CLASS CHARACTERISTICS:

Incumbents exercise supervisory authority over at least two (2) or more exempt or management staff and may manage multiple public information/public affairs small programs or a single large work unit or program. Decision-making includes using discretion for program decisions to achieve management objectives, with accompanying accountability for those decisions. An individual contributor who is a designated subject matter expert and who serves as a manager of a Countywide enterprise or highly technical and specialized function, without direct supervisory responsibilities may be assigned to this level.

As assigned, an incumbent supervises management and non-management level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Plans, coordinates, and evaluates Public Information, Legislative Affairs, and Public Affairs programs and/or projects; prepares and administers ongoing daily operations to comply with strategic goals and preferred outcomes; manages program planning and resource deployment; ensures compliance with all policies, procedures, quality, and performance standards.
2. Supervises the development and implementation of internal and external strategic messaging ensuring accurate and timely communications; oversees crisis communications and issues management; may serve as a media spokesperson or Public Information Officer (PIO); may oversee the administration of public records request responses.
3. Collaborates on the development and management of public information campaigns and/or legislative platform and strategy development; provides strategic oversight for assigned programmatic area, which may include websites, social media, and/or legislative initiatives; may facilitate the development and execution of special events.
4. Researches, analyzes, develops, reviews, edits, and disseminates original reports, press releases, key talking points, marketing collateral, communication plans, newsletters, digital content, agendas, articles, presentations, and other documents; reviews materials prepared by others; and develops and makes recommendations to higher-level staff.
5. Responds to highly visible inquiries from and/or coordinates activities with County staff, the media, legislators, the general public, external agencies and/or other stakeholders; and convenes, facilitates, and/or attends meetings, events, and press conferences.
6. Establishes internal and external partnerships; coordinates with County staff, the media, legislators, vendors, community organizations, tenants, the general public, external agencies, and/or other stakeholders.
7. Supervises professional, paraprofessional, and support level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
8. Manages procurements and budgets for assigned programs; monitors and approves inventory and procurement processes; prepares and reviews budget requests; researches and reviews funding opportunities; collects and analyzes financial information; and makes budgetary and financial recommendations to higher-level staff.
9. Performs other duties of a similar nature and level.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of Public Information and Public Affairs including strategic messaging and communications, media relations, marketing, public relations, website and social media execution, legislation analysis, and special event planning
- Principles and practices of program planning and administration
- Principles and practices of journalism and the media

- Practices related to legislative strategy and advocacy
- Principles and practices of marketing material concept development and execution
- Principles and practices of federal, state, and local legislative processes and government organizational structures
- Principles and practices of modern business management and strategy development
- Project and contract management principles
- Principles and practices of conflict resolution
- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and techniques of effective public speaking, oral presentations, and written reports
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state, and local laws, codes, regulations and standards
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Administer Public Information, Legislative Affairs, and Public Affairs programs and activities in assigned area of responsibility
- Develop strategic messaging and communication materials
- Plan and respond appropriately to public information/affairs events, requests, and queries
- Coordinate the preparation and publication of media, marketing, promotional, and/or communication materials
- Oversee adherence to quality assurance and standards
- Compile and analyze data, formulate issues, and articulate recommendations
- Author and prepare original reports, press releases, content, documents, and presentations
- Recommend, develop, and implement policies and procedures
- Facilitate groups and building consensus using persuasive reasoning
- Exercise political acumen, tact, and diplomacy

- Interpret and apply applicable laws, codes, regulations, and standards
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Public Information and Affairs Administrator or its equivalent with the County of Orange.

Or

Five (5) years of professional public information, legislative affairs, or public affairs experience related to assignment; must include one (1) year of lead/supervisory experience.

A Bachelor's degree in communications, public relations, business administration, public administration, political science, or a related field may substitute for one (1) year of the required experience.

A Master's degree or higher in communications, public relations, business administration, public administration, political science, or a related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of application/date of appointment:

- Successful completion of Federal Emergency Management Agency Incident Management System training modules
- A valid California Driver's License with a satisfactory driving record as determined by the County
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the

telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



**PUBLIC INFORMATION AND AFFAIRS
MANAGER, SENIOR**

Bargaining Unit: MA Administrative Management

Class Code:
8280MA

COUNTY OF ORANGE
Established Date: 03/10/2023

DEFINITION:

This class is the fourth in a five-level **Public Information and Affairs Management Series** responsible for managing multiple teams or units devoted to public information, or public affairs/legislative analysis. Incumbents supervise internal and external communications, messaging and marketing initiatives, event coordination, and special events.

The Public Information and Affairs Management series includes the following:

Public Information and Affairs Analyst (8277MA)
Public Information and Affairs Administrator (8278MA)
Public Information and Affairs Manager (8279MA)
Public Information and Affairs Manager, Senior (8280MA)
Public Information and Affairs Assistant Deputy Director (8281MA)

CLASS CHARACTERISTICS:

Incumbents oversee multiple, highly complex public information/public affairs functions and provide first-level (direct) supervision to multiple management level employees. Decision-making includes using discretion for program decisions to achieve management objectives, with accompanying accountability for those decisions. Decision-making includes establishing work unit objectives and goals, exercising considerable discretion in selecting the method to address a problem or issue, and fostering collaboration among and between the work units supervised as well with work units under the direction of others.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Provides operational and technical management and direction to staff assigned to Public Information, Legislative Affairs, and Public Affairs programs and/or projects; prepares and administers ongoing daily operations to comply with strategic goals and preferred outcomes; and ensures compliance with all policies, procedures, quality, and performance standards.
2. Oversees the implementation of internal and external strategic messaging ensuring accurate and timely communications; oversees crisis communications and issues management; and may oversee the administration of public records request responses.
3. Researches, analyzes, develops, reviews, edits, and disseminates original reports, press releases, key talking points, marketing collateral, communication plans, newsletters, digital content, agendas, articles, presentations, and other documents; reviews materials prepared by others; and develops and makes recommendations to higher-level staff.
4. Responds to inquiries from and/or coordinates activities with County staff, the media, legislators, the general public, external agencies and/or other stakeholders; and convenes, facilitates, and/or attends meetings, events, and press conferences.
5. Establishes and maintains internal and external partnerships; coordinates with County staff, the media, legislators, vendors, community organizations, tenants, the general public, external agencies, and/or other stakeholders.
6. Supervises professional, paraprofessional, and support level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
7. Troubleshoots and resolves program or work unit issues and keeps higher-level management informed of issues/resolution.
8. Performs other duties of a similar nature and level.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of Public Information and Public Affairs including strategic messaging and communications, media relations, marketing, public relations, website and social media execution, legislation analysis, and special event planning
- Principles and practices of program planning and administration
- Principles and practices of journalism and the media
- Practices related to legislative strategy and advocacy
- Principles and practices of marketing material concept development and execution
- Principles and practices of federal, state, and local legislative processes and government organizational structures

- Project and contract management principles
- Principles and practices of conflict resolution
- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and techniques of effective public speaking, oral presentations, and written reports
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state, and local laws, codes, regulations and standards
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Manage Public Information, Legislative Affairs, and Public Affairs programs and activities in assigned area of responsibility
- Develop strategic messaging and communication materials
- Respond appropriately to public information/affairs events, requests, and queries
- Coordinate the preparation and publication of media, marketing, promotional, and/or communication materials
- Oversee adherence to quality assurance and standards
- Compile and analyze data, formulate issues, and articulate recommendations
- Author and prepare original reports, press releases, content, documents, and presentations
- Recommend, develop, and implement policies and procedures
- Facilitate groups and building consensus using persuasive reasoning
- Exercise political acumen, tact, and diplomacy
- Interpret and apply applicable laws, codes, regulations, and standards
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Utilize a computer and relevant software applications

- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Public Information and Affairs Manager or its equivalent with the County of Orange.

Or

Five (5) years of professional public information, legislative affairs, or public affairs experience related to assignment; must include two (2) years of lead/supervisory experience.

A Bachelor's degree in communications, public relations, business administration, public administration, political science, or a related field may substitute for one (1) year of the required experience.

A Master's degree or higher in communications, public relations, business administration, public administration, political science, or a related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of application/date of appointment:

- Successful completion of Federal Emergency Management Agency Incident Management System training modules
- A valid California Driver's License with a satisfactory driving record as determined by the County
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



**PUBLIC INFORMATION AND AFFAIRS ASSISTANT
DEPUTY DIRECTOR**

Bargaining Unit: MA Administrative Management

Class Code:
8281MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the fifth in a five-level **Public Information and Affairs Management Series** responsible for overseeing the County's federal and state legislative affairs initiatives or communications and public affairs functions. Incumbents serve as an assistant to a Deputy Director with responsibilities for department-wide management of public information, legislative affairs and/or public affairs work, and may serve as part of the Executive Team.

The Public Information and Affairs Management series includes the following:

Public Information and Affairs Analyst (8277MA)

Public Information and Affairs Administrator (8278MA)

Public Information and Affairs Manager (8279MA)

Public Information and Affairs Manager, Senior (8280MA)

Public Information and Affairs Assistant Deputy Director (8281MA)

CLASS CHARACTERISTICS:

Incumbents serve as second- or third-level supervisors for public information/public affairs functions with one (1) or more manager level direct reports. Work involves serving in the absence of the Deputy Director, ensuring management consistency across multiple highly complex units and providing (direct) supervision to senior managers, as well as indirect supervision to additional management and/or non-management level employees. Decision-making includes assisting the Deputy Director with establishing strategic goals and ensuring operational goals are executed in support of those goals. Incumbents exercise considerable discretion in selecting the method to address a problem or issue, and are responsible for establishing work standards, policies, and procedures and fostering collaboration across the assigned organizational function.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Develops, implements, and evaluates, legislative affairs, communications, and/or public affairs services, programs, large-scale projects, and operations. Directs contracts to implement high level events and communications strategies.
2. Monitors and analyzes current and potential changes to state and federal legislation and the possible impact of the changes on the County and/or assigned area of responsibility; makes recommendations pertaining to policy and legislation; and/or monitors the enforcement of settlement agreements. Meets regularly with members of both the State and Federal delegations and manages our countywide lobbyist contracts at the state and federal levels.
3. Directs the development and implementation of strategic communication plans; oversees department media relations, public relations, and advertising campaigns; and directs frontline customer relations activities.
4. Plans and evaluates system-wide procedures, policies, strategies, and goals; maintains, updates, and ensures procedural compliance for programs and projects; and plans and implements process improvements.
5. Develops, administers, and oversees budgets; oversees procurement activities; reviews and approves budget requests and transactions; researches and analyzes financial information; makes resource allocation decisions and recommendations; and ensures adherence to budgetary and other applicable requirements, policies, and procedures.
6. Oversees the preparation of and/or prepares, reviews, designs, approves, and/or maintains reports, briefings, Board communications and/or Agenda Staff Reports, presentations, press releases, advertising campaigns, articles, website content, social media posts, records, plans, contracts, and other materials; coordinates the research and analysis of department-wide policy and related information; and makes recommendations to higher-level staff.
7. Oversees and conducts performance evaluations, employee development, hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff.
8. Coordinates with and convenes, facilitates and/or attends meetings, briefings, and presentations with County officials, County staff, boards, commissions, trade organizations, the public, community groups, elected officials, County contract lobbyists, external agencies and/or other stakeholders; develops internal and external partnerships; responds to escalated complaints and operational issues; and manages ongoing program operations and processes.
9. Performs other duties of a similar nature and level.

MINIMUM QUALIFICATIONS:

Knowledge of

- Advanced principles and practices of Public Information and Public Affairs and/or legislative processes
- Government organizational structures

- Principles and practices of developing and executing legislative and/or communications strategies, campaigns, and materials
- Principles and practices of modern business management and strategy development
- Principles and practices of budgeting and fiscal management including fund accounting
- Principles and practices of program planning and administration
- Principles and practices of group facilitation and building consensus
- Project and contract management principle
- Principles and applications of critical thinking and analyzing
- Principles and techniques of effective oral presentations
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state, and local laws, codes, regulations, and standards
- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Plan and manage Public Information and Affairs services related to legislative affairs, communications, and/or public affairs
- Identify, analyze, develop and implement strategies to address legislative impacts to County operations
- Plan and respond appropriately to legislative and media events, requests, and queries
- Monitor the development and execution of marketing strategies, campaigns, materials, websites, and social media content
- Identify strategic objectives, ensuring ongoing compliance, and measuring performance
- Manage budgets and allocate resources to achieve strategic objectives
- Interpret, monitor, and report financial information and statistics
- Monitor and direct procurement activities

- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Review research and implementing industry trends, solutions, and best practices
- Author and oversee the preparation of original reports, content, documents, and presentations
- Make presentations to stakeholders, boards, elected officials, and County leadership in a variety of settings, including in the office, at a Board meeting, at a public meeting, or testifying before the legislature
- Develop and implement policies and procedures
- Facilitate group discussions and building consensus using persuasive reasoning
- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, coalition, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Provide customer service and resolve escalated issues
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Public Information and Affairs Manager, Senior or its equivalent with the County of Orange.

Or

Five (5) year of public information or public affairs management experience related to assignment; must include one (1) year of supervisory experience.

A Bachelor's degree in communications, public relations, business administration, public administration, political science, or a related field may substitute for one (1) year of the required experience.

A Master's degree or higher in communications, public relations, business administration, public administration, political science, or a related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of application/date of appointment:

- Completion of Federal Emergency Management Administration (FEMA) Incident Command Structure (ICS) training modules
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



REAL ESTATE ANALYST

Bargaining Unit: MA Administrative Management

Class Code:
8283MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the first in a four-level **Real Estate Management Series** responsible for the preparation and execution of documents related to leasing, real estate acquisition, property management and/or land development, as well as the coordination of tenant improvements and construction projects associated with real estate acquisitions and leases.

The Real Estate Management series includes the following:

Real Estate Analyst (8283MA)

Real Estate Manager (8284MA)

Real Estate Manager, Senior (8285MA)

Real Estate Deputy Director (8286MA)

CLASS CHARACTERISTICS:

An incumbent performs journey-level analysis, or assists with program administration or supervision, which may include providing training and work review to employees at the same level, or serving as a supervisor to one non-management employee, multiple contractors, or temporary staff who are assigned to assist with the work being performed. Decision-making includes selecting the method to address a problem or issue, subject to the constraints established by management objectives and direction and making recommendations for management objectives and program administration.

As assigned, an incumbent may serve as a lead worker, assigning work and monitoring work completion; or supervise staff, volunteers, and/or contractors. Supervision of staff includes conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Establishes research criteria, gathers information and/or leads the information gathering process, analyzes information pertaining to real estate transactions, valuations, acquisitions, dispositions, and development, and uses technical and analytical expertise to develop findings and provide recommendations to higher-level staff.
2. Assists with the administration of less complex real estate programs, projects, or specific functional areas of large complex programs in one or more of the following areas: the preparation, negotiation, execution, and documentation of real estate transactions and related documents; real estate acquisition needs analysis, market research, site search, and site selection; marketing of properties and real property closings; land development disposition evaluations and management of development projects; property management, property inspections, and lease compliance; personal property intake, release, auction, and sales; and real estate technology systems maintenance.
3. Plans and conducts studies, surveys, training sessions, and/or investigations; assists with project or program budget administration and procurement activities; and/or, prepares and conducts financial analyses and forecasts.
4. Assists with the management of operational activities including the identification of business processes and opportunities for continuous improvement, drafting of operational policies and procedures, and measurement and analysis of performance indicators.
5. Researches and develops original reports, materials, presentations, and real estate documents including, but not limited to real estate contracts, deeds, leases, licenses, proposals, estoppel certificates, easements, permits, and/or other real estate instruments; reviews materials prepared by others; and makes presentations, as assigned.
6. Responds to inquiries and/or complaints from vendors, tenants, landlords, facility managers, developers, real estate agents and brokers, legal counsel, the general public, County staff, and/or external agencies; troubleshoots program-related operational issues; and facilitates and/or attends meetings.
7. As assigned, serves as a lead worker, or supervises staff, volunteers, and/or contractors, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
8. Administers and ensures compliance with applicable regulations, policies, and procedures.
9. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of real estate related to the preparation, negotiation, execution, and documentation of real estate transactions, acquisitions, property management, land development, marketing of real property, and/or the intake, release, auction, and sale of personal property
- Applicable real estate terminology, legal requirements, and legal constraints
- Real estate mathematical calculations

- Principles and practices of contract law, management, and negotiation
- Principles and practices of project and program administration
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations and written reports
- Principles and practices of modern budget administration and procurement
- Supervisory principles, practices, and techniques including employee development, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Applicable federal, state, and local laws, codes, regulations, and standards
- Principles and practices of service delivery models
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Administer real estate programs and activities related to the preparation, negotiation, execution, and documentation of real estate transactions, real estate acquisitions, property management, land development, marketing of real property, and/or the intake, release, auction, and sale of personal property
- Administer real estate programs and projects
- Administer and negotiate contracts
- Prioritize multiple competing work priorities and meeting deadlines
- Research and analyze data, formulate issues, and articulate recommendations
- Monitor and interpret operational data, regulatory and financial information, and statistics
- Administer budgets and procurement processes
- Develop and prepare reports and presentations
- Recommend and implement policies and procedures
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work, as assigned
- Interpret and apply applicable laws, codes, regulations, and standards

- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Three (3) years of professional leasing, real estate acquisition, property management and/or land development experience related to assignment.

A Bachelor's degree in real estate, finance, business administration, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in real estate, finance, business administration, or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



REAL ESTATE MANAGER

Bargaining Unit: MA Administrative Management

Class Code:
8284MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the second level in a four-level **Real Estate Management Series** responsible for supervising staff engaged in real estate transactions including acquisition, leasing, development, sales and asset management of real property and lease management. Incumbents also negotiate the most complex and significant real estate transactions and manage and enforce tenant agreements at County facilities. Work includes oversight of work product including preparing and reviewing documents, ensuring that project timelines are met, and dealing with escalated issues.

The Real Estate Management series includes the following:

Real Estate Analyst (8283MA)

Real Estate Manager (8284MA)

Real Estate Manager, Senior (8285MA)

Real Estate Deputy Director (8286MA)

CLASS CHARACTERISTICS:

Incumbents supervise programs of varying sizes or smaller work units typically with supervisory authority over at least two or more management-level staff. Decision-making includes using discretion for program decisions to achieve management objectives, with accompanying accountability for those decisions. An individual contributor who is a designated subject matter expert and who serves as a manager of a Countywide enterprise or highly technical and specialized function, without direct supervisory responsibilities may be assigned to this level.

As assigned, an incumbent supervises management and non-management level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Plans, coordinates, and evaluates real estate programs and/or projects in one or more of the following areas: the preparation, negotiation, execution, and documentation of real estate transactions; real estate acquisition needs analysis, market research, site search, and site selection; sales and asset management of real property; strategic planning of lease acquisitions and lease management; due diligence investigations and analysis; tenant management, agreement monitoring, and tenant improvements; and/or land development
2. Prepares and administers ongoing daily operations to comply with strategic goals and preferred outcomes; manages program planning and resource deployment; ensures compliance with all policies, procedures, quality, and performance standards.
3. Researches, analyzes, develops, and reviews original reports, materials, presentations, real estate and legal documents including, but not limited to: contracts, leases, licenses, agreements, Request for Proposals, memos, letters, and/or other real estate instruments; reviews materials prepared by others; and/or develops and makes recommendations to higher-level staff.
4. Establishes internal and external partnerships; coordinates with County staff, vendors, title companies, consultants, developers, brokers, bankers, tenants, the general public, and/or external agencies; convenes, facilitates, and/or attends meetings.
5. Manages procurements and budgets for assigned program(s); monitors and approves inventory and procurement processes; prepares and reviews budget requests; researches and reviews funding opportunities; collects and analyzes financial information; and makes budgetary and financial recommendations to higher-level staff.
6. Ensures a healthy and safe work environment; and ensures compliance with applicable regulations, policies, and procedures.
7. Supervises professional, paraprofessional, and support level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
8. Performs other duties of a similar nature and level as assigned

MINIMUM QUALIFICATIONS:

Knowledge of

- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of real estate related to the preparation, negotiation, execution, and documentation of real estate transactions, real estate acquisitions, marketing of real property, property management, tenant management and improvements, and land development
- Applicable real estate terminology
- Legal requirements and constraints

- Real estate mathematical calculations
- Principles and practices of contract law, management, and negotiation
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management
- Principles and practices of program and project planning and administration
- Principles and practices of service delivery models
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Applicable federal, state, and local laws, codes, regulations, and standards
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Manage and implement assigned real estate programs or projects related to the preparation, negotiation, execution, and documentation of real estate transactions, the acquisition of real estate, the marketing of real property, property management, tenant management and improvement projects, and/or land development
- Oversee the administration and negotiation of contracts
- Oversee adherence to quality assurance and standards
- Interpret, monitor, and report financial information and statistics
- Research industry trends, solutions, and best practices
- Compile and analyze data, formulate issues, and articulate recommendations
- Prepare original reports, contracts, agreements, content, documents, presentations, and other real estate instruments as well as reviewing and editing materials prepared by others
- Recommend, develop, and implement policies and procedures
- Exercise political acumen, tact, and diplomacy

- Interpret and apply applicable laws, codes, regulations, and standards
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Two (2) years experience as a Real Estate Analyst or its equivalent with the County of Orange.

Or

Five (5) years of professional leasing, real estate acquisition, property management and/or land development experience related to assignment; must include one (1) year of lead/ supervisory experience.

A Bachelor's degree in real estate, finance, business administration, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in real estate, finance, business administration, or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult

situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



REAL ESTATE MANAGER, SENIOR

Bargaining Unit: MA Administrative Management

Class Code:
8285MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the third in a four-level **Real Estate Management Series** responsible for supervising the leasing and management of the County's real estate assets or leading the business property division. Work includes reviewing and approving complex real estate and legal documents (contracts, leases, deeds, and other instruments), overseeing the most complex transactions and/or valuations, and representing the office to the Board of Supervisors and general public.

The Real Estate Management series includes the following:

Real Estate Analyst (8283MA)

Real Estate Manager (8284MA)

Real Estate Manager, Senior (8285MA)

Real Estate Deputy Director (8286MA)

CLASS CHARACTERISTICS:

Incumbents oversee multiple highly complex real estate operational functions and/or an organizational work unit exercising first-level (direct) supervision to multiple management level employees, indirect supervision to additional management and/or non-management level employees, and have responsibility for significant budget/funding levels. Decision-making includes establishing work unit objectives and goals, exercising considerable discretion in selecting the method to address a problem or issue, and fostering collaboration among and between the work units supervised as well with work units under the direction of others.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Provides operational and technical management and direction to staff including, but not limited to, one or more of the following areas: real property document development, review, and approval; leasing and licensing property management; lease and market valuation studies; rent surveys and appraisal reviews;

real estate portfolio database management; strategic planning for future County occupancy needs; and/or the identification of unsecured values on behalf of the County Assessor

2. Troubleshoots and resolves program or work unit issues and keeps higher-level management informed of issues/resolution.
3. Develops, implements, and evaluates services and programs to ensure compliance with strategies and performance goals; manages work systems, processes, and documentation practices; maintains and updates procedures, and ensures compliance; researches trends and best practices; and recommends and implements changes.
4. Develops and administers work unit budgets and procurement processes; reviews and approves budget requests and transactions; negotiates and manages contracts and/or oversees the negotiation and management of contracts; researches and analyzes financial information; makes resource allocation recommendations; and implements resource allocation decisions.
5. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains reports, agendas, records, plans, presentations, real estate instruments and legal documents (e.g. contracts, leases, licenses, agreements, proposals, and deeds), and other materials; oversees the research and analysis of policy and related information; and makes recommendations to higher-level staff.
6. Coordinates with the general public, County staff, boards, service providers, and/or external agencies; convenes, facilitates, and attends meetings; and prepares and makes presentations to the public, elected officials, and other stakeholders.
7. Oversees and conducts performance evaluations, employee development, hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff, as assigned.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of real estate operations related to: the preparation, negotiation, execution, and documentation of real estate transactions; leasing and licensing property management; lease and market valuation studies; rent surveys and appraisal reviews; real estate portfolio database management; strategic planning for occupancy needs; and/or the identification of unsecured values on behalf of the County Assessor
- Applicable real estate terminology
- Legal requirements and legal constraints
- Real estate mathematical calculations
- Principles and practices of contract law, management, and negotiation

- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management
- Principles and practices of program planning and administration
- Principles and practices of service delivery models
- Principles and practices of project management
- Principles and practices of strategic planning and performance measurement
- Principles and practices of modern procurement and administration
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Applicable federal, state, and local laws, codes, regulations, and standards
- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Manage the operations of real estate services and programs related to: the preparation, negotiation, execution, and documentation of real estate transactions; leasing and licensing property management; lease and market valuation studies; rent surveys and appraisal reviews; real estate portfolio database management; strategic planning for occupancy needs; and/or the identification of unsecured values on behalf of the County Assessor
- Oversee the administration and negotiation of contracts
- Ensure ongoing compliance with strategic objectives and measuring performance; participating in the development of goals and strategic objectives
- Manage budgets and allocate resources
- Interpret, monitor, and report financial information and statistics
- Monitor and execute procurement activities for the assigned work unit
- Manage large-scale complex projects and/or initiatives, enterprise projects, and/or overseeing the management of multiple projects simultaneously

- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Research, recommend, and implement industry trends, solutions, and best practices
- Oversee the preparation of original real estate instruments, reports, content, documents, and presentations
- Develop and implement policies and procedures
- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Supervise and evaluate staff performance, train, coach, coordinate deadlines, prioritize work demands, and assign/monitor work
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Real Estate Manager or its equivalent with the County of Orange.

Or

Five (5) years of professional leasing, real estate acquisition, property management and/or land development experience related to assignment; must include two (2) years of lead/supervisory experience.

A Bachelor's degree in real estate, finance, business administration, or related field, may substitute for one (1) year of the required experience.

A Master's degree or higher in real estate, finance, business administration, or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



REAL ESTATE DEPUTY DIRECTOR

Bargaining Unit: MA Administrative Management

Class Code:
8286MA

COUNTY OF ORANGE

Established Date 03/10/2023

DEFINITION:

This class is the fourth in a four-level **Real Estate Management Series** responsible for overseeing County-wide real estate transactions including real property document development, review, and approval; leasing and licensing property management; lease and market valuation studies; rent surveys and appraisal reviews; real estate portfolio database management; strategic planning for future County occupancy needs; and the real and personal property assessment, appraisal, enforcement and appeals process for the parcels contained on Orange County's tax rolls.

The Real Estate Management series includes the following:

Real Estate Analyst (8283MA)

Real Estate Manager (8284MA)

Real Estate Manager, Senior (8285MA)

Real Estate Deputy Director (8286MA)

CLASS CHARACTERISTICS:

An incumbent serves as a second level or higher supervisor and has middle management level responsibilities that include making broad policy decisions and recommendations to the department head or County executive team. Work includes making interpretive decisions on behalf of the organization regarding the means for executing the goals established by the relevant executives and governing body subject to constraints imposed by available technology and resources. Such interpretive decisions provide context for the work to be accomplished by subordinates supervised within the units managed. An incumbent typically reports to a Deputy Director, Department Head or the Chief Real Estate Officer.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Oversees County-wide real estate transactions including real property document development, review, and approval; leasing and licensing property management; lease and market valuation studies; rent surveys and appraisal reviews; real estate portfolio database management; and strategic planning for future County occupancy needs.
2. Oversees property assessment operations including assessment planning and implementation, secured and supplemental property roll production, assessment enforcement and appeals processes, and expert witness testimony on real property issues.
3. Develops, implements, and evaluates services, programs, and large-scale projects; plans and evaluates system-wide procedures, policies, strategies, and goals; maintains, updates, and ensures procedural compliance for programs and projects; and interprets and enforces assessment and valuation standards, and applicable case and regulatory laws, policies, and procedures.
4. Develops, administers, and oversees budgets; oversees the Real Estate or Real Property Division procurement activities; reviews and approves budget requests and transactions; researches and analyzes financial information; makes resource allocation decisions and recommendations; and ensures adherence to budgetary and other applicable requirements, policies, and procedures.
5. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains reports, records, plans, contracts, and other documents; coordinates the research and analysis of department-wide policy and related information; and makes recommendations to higher-level staff.
6. Coordinates with County officials, County staff, the public, and/or external agencies; develops internal and external partnerships; responds to escalated complaints and operational issues; and manages ongoing program operations and processes.
7. Convenes, facilitates and/or attends meetings, briefings, legal hearings, and presentations with County staff, commissions, boards, and/or other external stakeholders; and prepares and makes presentations.
8. Oversees and conducts performance evaluations, employee development, hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff, as assigned.
9. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of real estate operations related to the preparation, negotiation, execution, and documentation of real estate transactions; leasing and licensing property management; lease and market valuation studies; rent surveys and appraisal reviews; real estate portfolio database management; strategic planning for occupancy needs
- Principles and practices of property assessment, valuation, secured and supplemental assessment roll production, assessment enforcement, and appeals processes

- Principles and practices of real and personal property appraisal, factors which determine the value of real, business, and personal property and valuation methods
- Applicable real estate terminology
- Applicable federal, state, and local laws, codes, regulations, and standards
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management including fund accounting
- Principles and practices of program planning and administration
- Principles and practices of service delivery models
- Principles and practices of project and contract management principles
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral and written presentations
- Supervisory principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Plan and manage services and programs for property assessments, valuations, secured and supplemental assessment roll production, assessment enforcement, and appeals processes
- Interpret and apply applicable laws, codes, regulations, and standards
- Identify strategic objectives, ensure ongoing compliance, and measure performance
- Manage budgets and allocate resources to achieve strategic objectives
- Interpret, monitor, and report financial information and statistics
- Monitor and direct procurement activities for the assigned area of responsibility
- Oversee the implementation of, and adherence to, quality assurance activities and standards

- Review research and implement industry trends, solutions, and best practices
- Oversee the preparation of original reports, content, documents, and presentations
- Develop and implement policies and procedures
- Exercise political acumen, tact, and diplomacy
- Collaborate with County staff, program stakeholders, elected and appointed boards, the public, and internal leadership
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Two (2) years experience as a Real Estate Manager, Senior or its equivalent with the County of Orange.

Or

Six (6) years of management leasing, real estate acquisition, property management and/or land development experience; must include two (2) years of supervisory experience.

A Bachelor's degree in real estate, finance, business administration, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in real estate, finance, business administration, or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



REGISTRAR OF VOTERS ADMINISTRATOR
Bargaining Unit: MA Administrative Management

Class Code:
8288MA

COUNTY OF ORANGE
Established Date: 03/10/2023

DEFINITION:

This class is the first in a three-level **Registrar of Voters Management Series** responsible for managing the receiving, warehousing, mail, and distribution operations related to elections.

The Registrar of Voters Management series includes the following:

Registrar of Voters Administrator (8288MA)
Registrar of Voters Manager (8289MA)
Registrar of Voters Manager, Senior (8290MA)

CLASS CHARACTERISTICS:

An incumbent performs advanced journey-level analytical work and/or election operations program administration which includes performing the most complex individual contributor work assignments or supervision of a smaller program/function. Incumbents may supervise multiple staff engaged in non-management work, provide training and work review for same level management staff, or supervise one management level staff assigned to help support and coordinate the program and/or work unit. Decision-making responsibilities include providing input into management objectives and selecting the method to address a problem or issue, subject to the constraints established by management objectives and direction.

As assigned, an incumbent may serve as a lead worker, assigning work and monitoring work completion; or supervise staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Establishes research criteria, gathers information and/or leads the information gathering process, analyzes information, and uses technical and analytical expertise to develop findings and provide recommendations to higher-level staff.

2. Administers smaller, less complex programs, projects, or specific functional areas of large complex programs; plans and conducts studies, surveys, training sessions, and investigations; administers program/project budget and procurement activities
3. Supervises transactional, investigatory, or processing operational activities performed by non-exempt staff related, but not limited to supervising candidate and campaign disclosure filing requirements; certification preparation and issuance for petitions, elections, and candidate nominations/declarations; provisional and duplicate ballot processing; ballot recounts; producing, mailing, sorting, and disposal of voter and election materials; overseeing warehouse logistics; and voting machine and facility maintenance and repair
4. Assists with overall operational management of a work unit including the identification of business processes and opportunities for continuous improvement, drafting of operational policies and procedures, and measurement and analysis of performance indicators.
5. As assigned, researches, develops, reviews, proofs, and/or produces original materials and/or materials prepared by others including, but not limited to: reports, ballots, voter information guides, election calendars, handbooks, training materials, presentations, and other documents; serves as technical subject matter expert; makes presentations, as assigned
6. Responds to inquiries and/or complaints from the general public, candidates, elected officials, political groups, internal staff, vendors, and/or external agencies; troubleshoots program-related operational issues; and facilitates and/or attends meetings.
7. Serves as a lead worker, or supervises staff, volunteers, and/or contractors, including establishing work schedules, assigning resources, conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
8. Performs other duties of a similar nature and level.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of election operations related to candidate and voter services and/or election logistics
- Principles and practices of project and program administration within the assigned elections services operational area
- Principles and practices of equipment and facility management and repair
- Supervisory or leadership principles, practices, and techniques, including employee development, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Applicable federal, state, and local laws, codes, regulations, and standards
- Service delivery principles and practices
- Principles in providing customer service

- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Effectively administer programs, project administration and activities related to election operations
- Prioritize multiple competing work priorities and meeting deadlines
- Administer budgets and procurement processes, which may include negotiate contracts and manage inventory
- Develop and prepare reports and presentations
- Recommend and implement policies and procedures
- Resolve conflict and facilitate consensus
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands and assigning/monitoring work, as assigned
- Interpret and apply applicable laws, codes, regulations, and standards
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Four (4) years of professional warehouse management and/or logistics experience related to assignment.

A Bachelor's degree in business administration or in a related field may substitute for one (1) year of the required experience.

A Master's degree or higher in business administration or in a related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



REGISTRAR OF VOTERS MANAGER

Bargaining Unit: MA Administrative Management

Class Code:
8289MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the second in a three-level **Registrar of Voters Management Series** responsible for managing assigned functions such as polling locations, warehouse logistics, and services for voters, candidates, and distribution operations related to elections.

The Registrar of Voters Management series includes the following:

Registrar of Voters Administrator (8288MA)

Registrar of Voters Manager (8289MA)

Registrar of Voters Manager, Senior (8290MA)

CLASS CHARACTERISTICS:

Incumbents may either be supervising programs or acting as subject matter experts without direct supervisory responsibilities. Incumbents may supervise programs of varying sizes or smaller elections operations work units, typically with supervisory authority over one or more management-level staff. Decision-making responsibilities include using discretion for program decisions to achieve management objectives, with accompanying accountability for those decisions. An individual contributor who is a designated subject matter expert and who serves as a manager of a Countywide enterprise or highly technical and specialized function, without direct supervisory responsibilities may also be assigned to this level.

As assigned, an incumbent may supervise management and non-management level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Plans, coordinates, and evaluates election operation programs and/or projects related, but not limited to election material development, polling site logistics (e.g., location identification, recruitment of poll workers inclusive of bilingual poll workers, polling equipment needs, and addressing disabled community accessibility needs), volunteer and community-related services, logistics and supply management, and equipment readiness and inspections.
2. Prepares and administers ongoing daily operations to comply with strategic goals and preferred outcomes; manages program planning and resource deployment; and ensures compliance with all policies, procedures, quality, and performance standards.
3. Researches, analyzes, develops, reviews, and proofs original materials and/or materials prepared by others including election materials, reports, presentations, and other documents; ensures that materials are translated into other languages when applicable; develops and makes recommendations to higher-level staff.
4. Establishes internal and external partnerships; coordinates with County staff, vendors, the general public, the community, the media, and/or external agencies; and convenes, facilitates, and/or attends meetings and events.
5. Manages procurement and budget for assigned program(s); monitors and approves inventory and procurement processes; prepares and reviews budget requests; researches and reviews funding opportunities; collects and analyzes financial information; and makes budgetary and financial recommendations to higher-level staff.
6. Supervises professional, paraprofessional, and support level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
7. Ensures a healthy and safe work environment; and ensures compliance with applicable regulations, policies, and procedures.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of elections operations
- Principles and practices of project and program planning and administration within the assigned elections services operational area
- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Best practices, trends, and emerging technologies
- Applicable federal, state, and local laws, codes, and regulations
- Principles in providing customer service

- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Manage and implement assigned elections operations programs
- Oversee adherence to quality assurance and standards
- Recommend, develop, and implement policies and procedures
- Interpret and apply applicable laws, codes, regulations, and standards
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Operate a computer and relevant software applications
- Communicate effectively and apply interpersonal skills when interacting with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Registrar of Voters Administrator or its equivalent with the County of Orange

Or

Five (5) years of professional elections operations experience related to assignment; must include one (1) year of lead/supervisory experience.

A Bachelor's degree in business, public administration, or in a related field may substitute for one (1) year of the required experience.

A Master's degree or higher in business, public administration, or in a related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



REGISTRAR OF VOTERS MANAGER, SENIOR

Bargaining Unit: MA Administrative Management

Class Code:
8290MA

COUNTY OF ORANGE
Established Date:
03/10/2023

DEFINITION:

This class is the third in a three-level **Registrar of Voters Management Series** responsible for managing complex election operations, (including information technology), and services for voters, candidates, and all processes related to elections.

The Registrar of Voters Management series includes the following:

Registrar of Voters Administrator (8288MA)
Registrar of Voters Manager (8289MA)
Registrar of Voters Manager, Senior (8290MA)

CLASS CHARACTERISTICS:

Incumbents oversee multiple highly complex election-related operational functions and/or an organizational work unit exercising first-level (direct) supervision to multiple management level employees, indirect supervision to additional management and/or non-management level employees, and have responsibility for significant budget/funding levels. Decision-making responsibilities include establishing work unit objectives and goals, exercising considerable discretion in selecting the method to address a problem or issue, and fostering collaboration among and between the work units supervised as well as with work units that are under the direction of others.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Provides operational and technical management and direction to staff including, but not limited, to one or more of the following areas: creating, printing, and mailing of election materials, ballot scanning, vote counting, election equipment preparation and delivery, polling site operations, technology operations (e.g. database maintenance, technical support, and website), and voter and candidate services.

2. Troubleshoots and resolves program or work unit issues and keeps higher-level management informed of issues/resolution.
3. Develops, implements, and evaluates services and programs to ensure compliance with strategies and performance goals; manages work systems and processes; maintains and updates procedures, and ensures compliance; researches trends and best practices; and recommends and implements changes.
4. Develops and administers work unit budgets and procurement processes; reviews and approves budget requests and transactions; negotiates and manages contracts; researches and analyzes financial information; makes resource allocation recommendations; and implements resource allocation decisions.
5. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains reports, records, plans, and other documents; oversees the research and analysis of policy and related information; and makes recommendations to higher-level staff.
6. Oversees and conducts performance evaluations, employee development, hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff, as assigned.
7. Coordinates with the general public, voters, candidates, internal staff, and/or external agencies; convenes, facilitates, and attends meetings; responds to requests; and prepares and makes presentations to the public, elected officials, boards, and other stakeholders.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Thorough Knowledge of

- Principles and practices of managing modern elections operations
- Principles and practices of project and strategic program planning, administration, and performance management
- Principles and practices of group facilitation and building consensus
- Principles and practices of modern procurement and contract negotiation and administration
- Principles and techniques of effective oral presentations
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state, and local laws, codes, and regulations
- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work

- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Managing the operations and maintenance of elections services
- Ensure ongoing compliance with strategic objectives and measuring performance; participating in the development of goals and strategic objectives
- Manage budgets and allocating resources
- Monitor and execute procurement activities for assigned work unit and negotiating and administering contracts
- Manage large-scale complex projects and/or initiatives, enterprise projects, and/or overseeing the management of multiple projects simultaneously
- Research, recommend, and implement industry trends, solutions, and best practices
- Author and oversee the preparation of original reports, content, documents, to present to stakeholders, elected officials, and County leadership
- Develop and apply policies and procedures
- Exercise political acumen, tact, and diplomacy
- Interpret and apply applicable laws, codes, regulations, and standards
- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Provide customer service and resolving escalated issues
- Operate a computer and relevant software applications, specialized equipment, and systems
- Communicate effectively and apply interpersonal skills when interacting with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Registrar of Voters Manager or its equivalent with the County of Orange.

Or

Five (5) years of professional elections operations management experience related to assignment; must include two (2) years of lead/ supervisory experience.

A Bachelor's degree in business, public administration, or in a related field may substitute for one (1) year of the required experience.

A Master's degree or higher in business, public administration, or in a related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



REGULATORY COMPLIANCE ADMINISTRATOR

Bargaining Unit: MA Administrative Management

Class Code:
8291MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the first in a five-level **Regulatory Compliance Management Series** responsible for supervising an assigned health or environmental inspection unit, including coordinating the unit's programmatic activities, ensuring policies and procedures are followed, and administering budgets, supplies, and other resources.

The Regulatory Compliance Management series includes the following:

Regulatory Compliance Administrator (8291MA)
Regulatory Compliance Manager (8292MA)
Regulatory Compliance Manager, Senior (8293MA)
Regulatory Compliance Assistant Deputy Director (8294MA)
Regulatory Compliance Deputy Director (8295MA)

CLASS CHARACTERISTICS:

An incumbent performs advanced journey-level analytical work and/or regulatory compliance program administration, which includes performing the most complex individual contributor work assignments or supervision of a smaller program/function. Incumbents may supervise multiple staff engaged in non-management work, provide training and work review for same level management staff, or supervise one management level staff assigned to help support and coordinate the program and/or work unit. Decision-making includes providing input into management objectives and selecting the method to address a problem or issue, subject to the constraints established by management objectives and direction.

As assigned, an incumbent supervises non-management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Establishes research and investigation criteria, gathers and/or leads the information gathering process and analyzes information related to environmental, health, and safety legislation, codes, policies, violations, and related program operational data; uses technical and analytical expertise to develop findings and provide recommendations to higher-level staff.

2. Administers smaller, less complex environmental, health, and safety compliance programs, projects, or specific functional areas of large complex programs related, but not limited, to agricultural services, pesticide usage, weighting and measurement, habitat restoration, weed control, water quality improvement, environmental mitigation, and food and pool safety.
3. Assists with overall operational management of a work unit including the identification of business processes and opportunities for continuous improvement, drafting of operational policies and procedures, and measurement and analysis of performance indicators.
4. Administers program/project budget and procurement activities, including monitoring revenues and expenditures, managing inventory, researching and analyzing financial information, and making recommendations to higher-level staff.
5. Researches and develops reports, mitigation and program plans, contracts, letters, permits, agreements, proposals, plans, materials, press releases, special reports, and other documents; reviews materials prepared by others; and makes presentations, as assigned.
6. Responds to inquiries, requests, and/or complaints from vendors, the general public, County staff, and/or external agencies; troubleshoots program-related operational issues; and facilitates and/or attends meetings.
7. As assigned supervises investigatory, inspection, enforcement, and processing activities performed by non-exempt staff and/or contractors; implements process improvements; serves as a subject matter expert to staff and internal and external groups; and ensures compliance with applicable environmental and regulatory laws, policies, and procedures.
8. As assigned, serves as a lead worker, or supervises staff, volunteers, and/or contractors, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
9. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of environmental, health, and safety programs and operations in areas such as (but not limited to) agricultural services, pesticide usage, weighting and measurement, habitat restoration, weed control, water quality improvement, environmental mitigation, and food and pool safety
- Principles and practices of environmental health in relation to food and pool safety, water, and hazardous materials compliance operations
- Principles and practices of agricultural services, habitat restoration, weed control, and weights and measures programs
- Principles and practices of the administrative civil penalty process

- Applicable Federal, State, and local laws, codes, and regulations
- Principles and practices of planning and conducting inspections and investigations
- Principles and practices of project and program administration
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of preparing effective oral presentations and written reports
- Principles and practices of modern budget administration and procurement
- Supervisory principles, practices, and techniques, including employee development, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of conflict resolution and negotiation strategies
- Best practices, trends, and emerging technologies
- Principles and practices of service delivery models
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Administer environmental, health, and safety programs and activities related, but not limited, to agricultural services, pesticide usage, weighting and measurement, habitat restoration, weed control, water quality improvement, environmental mitigation, and food and pool safety
- Coordinate the investigation and prosecution of violations
- Interpret and apply applicable laws, codes, regulations, and standards
- Plan and conduct inspections
- Prioritize multiple competing work priorities and meeting deadlines
- Research and analyze data, identify issues, provide recommendations and implement solutions
- Monitor and interpret operational data, regulatory and financial information, and statistics
- Administer budgets and procurement processes, which may include negotiating contracts
- Develop and prepare reports and presentations

- Recommend and implement policies and procedures
- Resolve conflict and facilitate consensus
- Supervise and evaluate staff performance, including train and coach staff, coordinate deadlines, prioritize work demands and assign/monitor work, as assigned
- Provide customer service
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Four (4) years of professional regulatory compliance experience related to assignment.

A Bachelor's degree in environmental, biological, or physical science, business administration, public administration, or related field may substitute for one (1) year of the required experience.

A Master's degree in environmental, biological, or physical science, business administration, public administration, or related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of appointment:

- Possession of a valid California Driver's license, Class C or higher
- Registered Environmental Health Specialist Certification
- State of California Deputy County Agricultural Commissioner License
- State of California Deputy Sealer of Weight and Measures License
- State of California Weight Verification Inspector License
- State of California Measurement Verification Inspector License
- State of California Transaction and Product Verification Inspector License
- State of California Commodity Regulation Inspector License
- State of California Investigation and Environmental Monitoring Inspector License
- State of California Integrated Pest Management Inspector License
- State of California Pest Prevention and Plant Regulation Inspector License
- State of California Pesticide Regulation Inspector License
- State of California Professional in Erosion and Sediment Control Certificate
- State of California Qualified Stormwater Practitioner Inspector License
- State of California Qualified Stormwater Pollution Prevention Plan Developer License
- State of California Professional Geologist or Professional Engineer License

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.

May be required to function in one or more of the following: uneven terrain, construction sites, inclement weather, heavily populated clinic or program settings with ill or highly emotional clientele.



REGULATORY COMPLIANCE MANAGER

Bargaining Unit: MA Administrative Management

Class Code:
8292MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the second in a five-level **Regulatory Compliance Management Series** responsible for managing environmental services, airport environmental resources management, public works mitigation, construction compliance, and/or solid waste and water management programs. Work may involve ensuring landfill development projects comply with stipulated environmental regulations; coordinating environmental resources management operations for airports and assigned County facilities, related to air, storm and ground water quality, storage tank, and hazardous, solid, and regulated waste management; and managing compensatory mitigation and construction compliance projects and related operations.

The Regulatory Compliance Management series includes the following:

Regulatory Compliance Administrator (8291MA)
Regulatory Compliance Manager (8292MA)
Regulatory Compliance Manager, Senior (8293MA)
Regulatory Compliance Assistant Deputy Director (8294MA)
Regulatory Compliance Deputy Director (8295MA)

CLASS CHARACTERISTICS:

Incumbents supervise programs of varying sizes or smaller regulatory compliance work units, typically with supervisory authority over at least two (2) or more exempt or management-level staff. Decision-making includes using discretion for program decisions to achieve management objectives, with accompanying accountability for those decisions. An individual contributor who is a designated subject matter expert and who serves as a manager of a Countywide enterprise or highly technical and specialized function without direct supervisory responsibilities may be assigned to this level.

As assigned, an incumbent supervises management and non-management level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Plans, coordinates, and evaluates programs and/or projects in regulatory compliance areas related, but not limited to, environmental services, airport environmental resources management, public works mitigation and construction compliance, and solid waste and water quality management.
2. Manages inspection, enforcement, analysis, and related program and project management activities in relation to landfill and/or airport development, compensatory mitigation, and/or ongoing construction services; serves as a technical subject matter expert; and resolves complex and escalated program issues.
3. Ensures program and project operations comply with regulatory agency and environmental law requirements and standards related, but not limited, to air quality, storm water quality, groundwater quality, under- and above-ground storage tanks, and hazardous, regulated, and solid waste management.
4. Develops and negotiates contracts and agreements; coordinates with regulatory agencies to negotiate restoration terms and conditions; establishes internal and external partnerships; convenes, facilitates, and/or attends task force committee and related meetings; and responds to inquiries and requests from County staff, vendors, and the general public.
5. Manages procurement and budget for assigned program(s); monitors and approves inventory and procurement processes; prepares and reviews budget requests; researches and reviews funding opportunities; collects and analyzes financial information; and makes budgetary and financial recommendations to higher-level staff.
6. Researches, analyzes, develops, and reviews original compliance, laboratory, and operational reports, materials, case closure documents, contracts, plans, presentations, and other documents; and develops and makes recommendations to higher-level staff.
7. Supervises professional, paraprofessional, and support level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
8. Ensures a healthy and safe work environment; and ensures compliance with applicable regulations, policies, and procedures
9. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of regulatory compliance areas such as (but not limited to) environmental services, airport environmental resources management, public works mitigation and construction compliance, and solid waste and water quality management
- Principles and practices of geology, hydrogeology, and engineering geology areas pertaining to environmental resources management, mitigation, and compliance
- Principles and practices of laboratory processes and operations
- Principles and practices of chemistry and biology areas related to the environment or human health

- Principles and practices of compensatory mitigation project management
- Applicable Federal, State and local environmental and related laws, codes, regulations, and standards
- Principles and practices of planning and conducting inspections and investigations
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management
- Principles and practices of program planning and administration
- Principles and practices of service delivery models
- Project and contract management principles
- Principles and practices of conflict resolution
- Best practices, trends, and emerging technologies
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of preparing effective oral presentations
- Principles and practices of conflict resolution and negotiation strategies
- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Managing and implementing programs or projects in regulatory compliance areas such as (but not limited to) environmental services, airport environmental resources management, public works mitigation and construction compliance, and solid waste and water quality management
- Interpreting and applying applicable environmental and related laws, codes, regulations, and standards
- Reading and interpreting maps, engineering plans, aerial photographs, geologic cross-sections, and construction diagrams
- Managing laboratory processes and operations

- Evaluating environmental and health risks utilizing environmental media and engineered systems
- Managing compensatory mitigation projects and operations
- Ensuring compliance with regulatory agency requirements
- Overseeing adherence to quality assurance and standards
- Interpreting, monitoring, and reporting financial information and statistics
- Researching industry trends, solutions, and best practices
- Compiling and analyzing data, identify issues, provide recommendations and implement solutions
- Authoring and preparing reports, content, documents, and presentations
- Recommending, developing, and implementing policies and procedures
- Facilitating groups and building consensus using persuasive reasoning
- Exercising political acumen, tact, and diplomacy
- Supervising and evaluating staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Providing customer service
- Utilizing a computer and relevant software applications
- Utilizing communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Regulatory Compliance Administrator or its equivalent with the County of Orange.

Or

Five (5) years of professional regulatory compliance experience related to assignment; must include one (1) year of lead/ supervisory experience.

A Bachelor's degree in environmental, biological, or physical science, business administration, public administration, public health or related field may substitute for one (1) year of the required experience.

A Master's degree in environmental, biological, or physical science, business administration, public administration, or related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of appointment:

- Possession of a valid California Driver's license, Class C or higher
- Registered Environmental Health Specialist Certification
- 40-hour Hazardous Wastes Operation & Emergency Response Certification
- International Code Council for Underground Storage Tank and Aboveground Storage Tank Certifications
- State of California Deputy County Agricultural Commissioner License
- State of California Deputy Sealer of Weight and Measures License
- State of California Weight Verification Inspector License
- State of California Measurement Verification Inspector License
- State of California Transaction and Product Verification Inspector License
- State of California Commodity Regulation Inspector License
- State of California Investigation and Environmental Monitoring Inspector License
- State of California Integrated Pest Management Inspector License
- State of California Pest Prevention and Plant Regulation Inspector License
- State of California Pesticide Regulation Inspector License
- State of California Professional in Erosion and Sediment Control Certificate
- State of California Qualified Stormwater Practitioner Inspector License
- State of California Qualified Stormwater Pollution Prevention Plan Developer License
- Professional Engineer or Professional Geologist License

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.

May be required to function in one or more of the following: uneven terrain, construction sites, inclement weather, heavily populated clinic or program settings with ill or highly emotional clientele.



REGULATORY COMPLIANCE MANAGER, SENIOR

Bargaining Unit: MA Administrative Management

Class Code:
8293MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the third in a five-level **Regulatory Compliance Management Series** responsible for managing the County's environmental health, Agriculture Commission/Seal and Weights, compliance, mitigation, permitting, and watershed management functions.

The Regulatory Compliance Management series includes the following:

Regulatory Compliance Administrator (8291MA)

Regulatory Compliance Manager (8292MA)

Regulatory Compliance Manager, Senior (8293MA)

Regulatory Compliance Assistant Deputy Director (8294MA)

Regulatory Compliance Deputy Director (8295MA)

CLASS CHARACTERISTICS:

Incumbents serve as official representatives of the County and are responsible for regulatory compliance program coordination involving other jurisdictions as well as federal and state oversight agencies. Incumbents oversee multiple highly complex regulatory compliance operational functions and/or an organizational work unit exercising first-level (direct) supervision to multiple management level employees, indirect supervision to additional management and/or non-management level employees, and have responsibility for significant budget/funding levels. Decision-making includes establishing work unit objectives and goals, exercising considerable discretion in selecting the method to address a problem or issue, and fostering collaboration among and between the work units supervised as well with work units under the direction of others.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Provides operational and technical management and direction to regulatory compliance staff including, but not limited, to one or more of the following areas: watershed environmental resources management, environmental health, agricultural services and weights and measures, and environmental resources management.
2. Based on assignment, oversees operations related to watershed planning, stormwater permit compliance, pollutant load reduction and compliance, hydrologic system management; food and pool safety, water, wastewater, air quality, and hazardous and solid waste management; weights and measures verification, pesticide use enforcement, and weed and abatement management; and pollution discharge and compensatory mitigation management.
3. Oversees laboratory operations and processes, including environmental data monitoring and management, and environmental assessment, inspection, permitting, and enforcement activities for assigned County facilities, including County watersheds, unincorporated jurisdictions, and other assigned County-owned facilities.
4. Develops contracts; negotiates regulatory requirements and coordinates program operations with State regulatory agencies; makes recommendations on regulatory and legislation changes; responds to audit and enforcement actions; and ensures compliance with applicable regulatory agency and environmental law requirements, standards, policies, and procedures.
5. Troubleshoots and resolves program or work unit issues and keeps higher-level management informed of issues/resolution
6. Develops and administers work unit budgets and procurement processes; reviews and approves budget requests and transactions; researches and analyzes financial information; makes resource allocation recommendations; and implements resource allocation decisions.
7. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains compliance, regulatory, and operational reports, records, strategic and operational plans, contracts, notices, permits, materials, and other documents; oversees the research and analysis of policy and related information; and makes recommendations to higher-level staff
8. Oversees and conducts performance evaluations, employee development, and hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff, as assigned.
9. Coordinates with the general public, elected officials, Board of Supervisors, County staff, and/or external agencies; convenes, facilitates, and attends staff, committee, and association meetings; and prepares and makes presentations to the public, elected officials, appointed boards, and other stakeholders.
10. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of regulatory compliance programs and activities related, but not limited, to water resources management, environmental health, agricultural services, pesticide use enforcement, weed and abatement services, and pollution discharge and compensatory mitigation services
- Principles and practices of stormwater management and hydrology
- Principles and practices of permit compliance and compensatory mitigation
- Principles and practices of science and engineering areas related to environmental issues
- Principles and practices of environmental monitoring techniques, methods, and quality assurance procedures
- Principles and practices of geographical information system (GIS) software, business intelligence (BI) tools, and SQL server databases
- Principles and practices related to funding water resource projects
- Principles and practices of public administration
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management
- Applicable Federal, State, and local environmental and related laws, codes, and regulations
- Principles and practices of service delivery models
- Principles and practices of project management
- Principles and practices of strategic planning and performance measurement
- Principles and practices of group facilitation and building consensus
- Principles and practices of modern procurement, and contract negotiation and administration
- Best practices, trends, and emerging technologies
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of preparing effective oral presentations
- Principles and practices of conflict resolution and negotiation strategies

- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Manage the operations of regulatory compliance services and programs related, but not limited, to water resources management, environmental health, agricultural services, pesticide use enforcement, weed and abatement services, and pollution discharge and compensatory mitigation services
- Ensure ongoing compliance with strategic objectives, measuring performance, participating in the development of goals and strategic plans
- Interpret and apply applicable environmental and related laws, codes, regulations, and standards
- Ensure division operations comply with applicable permit requirements and regulations
- Utilize environmental monitoring techniques, methods, and quality assurance procedures
- Utilize geographical information system (GIS) software, business intelligence (BI) tools, and SQL server databases
- Manage budgets and allocate resources, including researching and analyzing funding opportunities
- Interpret, monitor, and report financial information and statistics
- Monitor and execute procurement activities for assigned work unit and negotiating and administering contracts
- Manage large-scale complex projects and/or initiatives, enterprise projects, and/or overseeing the management of multiple projects simultaneously
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Research, recommend, and implement industry trends, solutions, and best practices
- Author and oversee the preparation of reports, content, documents, and presentations
- Make presentations to stakeholders, elected officials, and County leadership
- Develop and implement policies and procedures
- Facilitate group discussions and build consensus use persuasive reasoning

- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Provide customer service and resolving escalated issues
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Regulatory Compliance Manager or its equivalent with the County of Orange.

Or

Five (5) years of professional environmental/regulatory compliance management experience related to assignments; must include two (2) years of lead/ supervisory experience.

A Bachelor's degree in environmental, biological, or physical science, business administration, public administration, public health or related field may substitute for one (1) year of the required experience.

A Master's degree in environmental, biological, or physical science, business administration, public administration, or related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications date of appointment:

- Possession of a valid California Driver's license, Class C or higher
- State of California County Agricultural Commissioner License
- State of California Deputy Sealer of Weights and Measures License
- State of California Deputy Agricultural Commissioner License
- State of California Weight Verification Inspector License
- State of California Measurement Verification Inspector License
- State of California Transaction and Product Verification Inspector License
- State of California Commodity Regulation Inspector License
- State of California Investigation and Environmental Monitoring Inspector License
- State of California Integrated Pest Management Inspector License
- State of California Pest Prevention and Plant Regulation Inspector License
- State of California Pesticide Regulation Inspector License
- State of California Professional in Erosion and Sediment Control Certificate
- State of California Qualified Stormwater Practitioner Inspector License

- State of California Qualified Stormwater Pollution Prevention Plan Developer License
- State of California Registered Environmental Health Specialist Certificate

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.

May be required to function in one or more of the following: uneven terrain, construction sites, inclement weather, heavily populated clinic or program settings with ill or highly emotional clientele.



**REGULATORY COMPLIANCE ASSISTANT DEPUTY
DIRECTOR**

Class Code:
8294MA

Bargaining Unit: MA Administrative Management

COUNTY OF ORANGE
Established Date: 03/10/2023

DEFINITION:

This class is the fourth in a five-level **Regulatory Compliance Management Series** responsible for managing an environmental and health functions such as the Agriculture Commission/Seal and Weights, environmental health, countywide compliance, mitigation and permitting activities, watershed management and non-watershed environmental resources management, agricultural services, and pest management use enforcement, weed abatement.

The Regulatory Compliance Management series includes the following:

Regulatory Compliance Administrator (8291MA)
Regulatory Compliance Manager (8292MA)
Regulatory Compliance Manager, Senior (8293MA)
Regulatory Compliance Assistant Deputy Director (8294MA)
Regulatory Compliance Deputy Director (8295MA)

CLASS CHARACTERISTICS:

Incumbents serve as second- or third-level supervisors overseeing regulatory compliance functions with one or more Senior Manager level direct report(s). Work involves serving in the absence of the Deputy Director, ensuring management consistency across multiple highly complex units, and providing (direct) supervision to senior managers, as well as indirect supervision to additional management and/or non-management level employees. Decision-making includes establishing work unit objectives and goals, exercising considerable discretion in selecting the method to address a problem or issue, and fostering collaboration among and between the work units supervised as well with work units under the direction of others.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures).

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Oversees the management of and provides operational and technical management and direction to regulatory compliance program management staff including, but not limited, to one or more of the following areas: environmental health, environmental resources management, agricultural services, pesticide use enforcement, weed and abatement, and/or weights and measures enforcement.
2. Develops, implements, and evaluates multiple environmental health and/or resources management programs and projects for assigned department unit(s); formulates and recommends public and environmental health policies and procedures; and ensures compliance with applicable regulatory agency and environmental law requirements, policies, and procedures.
3. Oversees program operations to ensure alignment with County strategies and performance goals; oversees work system and process improvements and updates; researches trends and best practices; and plans and implements changes.
4. Provides consultation on escalated and complex public and environmental health or resource management program or work unit issues and complaints, and keeps higher-level management informed of issues/resolution.
5. Develops and administers the department budgets and procurement processes; reviews and approves budget requests and transactions; negotiates and manages contracts; researches and analyzes financial information; makes resource allocation recommendations; and implements resource allocation decisions
6. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains reports, records, plans, contracts, and other documents; oversees the research and analysis of department policy and related information; and makes recommendations to the Deputy Director or County executive.
7. Oversees the conduct of, or conducts performance evaluations, employee development, hiring, discipline, and termination procedures as well as directly supervises environmental health regional managers, and other management, professional, paraprofessional, and support staff, as assigned.
8. Coordinates with the general public, County staff, and/or external agencies; convenes, facilitates and/or attends meetings; and prepares and makes presentations to the public, elected officials, boards, the media, and other stakeholders
9. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of environmental and public health and environmental resources management
- Principles and practices of program planning and administration
- Applicable Federal, State, and local environmental and related laws, codes, and regulations
- Principles and practices of public administration

- Principles and practices of modern business management
- Principles and practices of budget, fiscal, and project management
- Service delivery principles and practices
- Principles and practices of strategic planning and performance measurement
- Principles and practices of group facilitation and building consensus
- Principles and practices of modern procurement and contract negotiation and administration
- Best practices, trends, and emerging technologies
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of preparing effective oral presentations
- Principles and practices of conflict resolution and negotiation strategies
- Managerial principles, practices and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Manage the operations of multiple environmental and public health and environmental resources management programs and projects
- Ensure ongoing compliance with strategic objectives, measuring performance, and participating in the development of goals and strategic objectives
- Interpret and apply applicable environmental and related laws, codes, regulations, and standards
- Develop and manage budgets and allocating resources
- Interpret, monitor, and report financial information and statistics
- Monitor and execute procurement activities for assigned work unit, and negotiate and administer contracts
- Manage large-scale complex projects and/or initiatives, enterprise projects, and/or overseeing the management of multiple projects simultaneously
- Oversee the implementation of, and adherence to, quality assurance activities and standards

- Research, recommend, and implement industry trends, solutions, and best practices
- Author and oversee the preparation of complex reports, content, documents, and presentations
- Make presentations to stakeholders, elected officials, and County leadership
- Develop and implement department policies and procedures
- Facilitate group discussions and build consensus use persuasive reasoning
- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Supervise and evaluate staff performance, train, coach, coordinate deadlines, prioritize work demands, and assigning/monitoring work
- Provide customer service and resolving escalated issues
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Regulatory Compliance Manager, Senior or its equivalent with the County of Orange.

Or

Five (5) years of environmental/regulatory compliance management experience related to assignments; must include one (1) year of supervisory experience.

A Bachelor's degree in environmental, biological, or physical science, business administration, public administration, public health or related field may substitute for two (2) years of the required experience.

A Master's degree in environmental, biological, or physical science, business administration, public administration, public health or related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of appointment:

- Possession of a valid California Driver's license, Class C or higher
- State of California Registered Environmental Health Specialist Certificate
- State of California County Agricultural Commissioner License
- State of California Deputy Sealer of Weights and Measures License
- State of California Deputy Agricultural Commissioner License
- State of California Weight Verification Inspector License
- State of California Measurement Verification Inspector License
- State of California Transaction and Product Verification Inspector License
- State of California Commodity Regulation Inspector License
- State of California Investigation and Environmental Monitoring Inspector License
- State of California Integrated Pest Management Inspector License
- State of California Pest Prevention and Plant Regulation Inspector License
- State of California Pesticide Regulation Inspector License
- State of California Professional in Erosion and Sediment Control Certificate
- State of California Qualified Stormwater Practitioner Inspector License
- State of California Qualified Stormwater Pollution Prevention Plan Developer License

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



REGULATORY COMPLIANCE DEPUTY DIRECTOR

Bargaining Unit: MA Administrative Management

Class Code:
8295MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the fifth in a five-level **Regulatory Compliance Management Series** responsible for managing an environmental or compliance function at the division level such as inspection activities associated with the Agriculture Commission/Seal and Weights and Measures, environmental health, countywide compliance, mitigation and permitting activities, watershed management, and pest management.

The Regulatory Compliance Management series includes the following:

Regulatory Compliance Administrator (8291MA)

Regulatory Compliance Manager (8292MA)

Regulatory Compliance Manager, Senior (8293MA)

Regulatory Compliance Assistant Deputy Director (8294MA)

Regulatory Compliance Deputy Director (8295MA)

CLASS CHARACTERISTICS:

An incumbent serves as a second level or higher-level supervisor overseeing regulatory compliance functions and has middle management level responsibilities that include making broad policy decisions and recommendations to the department head or County executive team. Work includes making interpretive decisions on behalf of the organization regarding the means for executing the goals established by the relevant executives and governing body subject to constraints imposed by available technology and resources. Such interpretive decisions provide context for the work to be accomplished by subordinates supervised within the units managed.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Develops, implements, and evaluates environmental resources management services, programs, large-scale projects, and operations related, but not limited to, watershed management, countywide compliance, agricultural, pest management, and weights and measures verification services.
2. Plans and evaluates system-wide procedures, policies, strategies and goals; maintains, updates, and ensures procedural compliance for environmental resources programs and projects; and plans and implements process improvements.
3. Develops, administers, and oversees budgets; oversees the procurement activities for the environmental resources department; reviews and approves budget requests and transactions; researches and analyzes financial information; makes resource allocation decisions and recommendations; and ensures adherence to budgetary and other applicable requirements, policies, and procedures.
4. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains reports, records, plans, permits, contracts, and other documents; coordinates the research and analysis of department-wide policy, legal, regulatory, and related information; and makes recommendations to higher-level staff.
5. Coordinates with County officials and staff, the public, water and sanitation districts, environmental groups, and/or other external agencies; develops partnerships; responds to escalated complaints and operational issues; and manages ongoing program operations and processes.
6. Plans and evaluates short- and long-term system-wide procedures, policies, strategies, and goals; maintains, updates, and ensures procedural compliance for assigned programs and projects; plans and implements process improvements; and resolves complex, escalated work unit issues.
7. Oversees and conducts performance evaluations, employee development, and hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff, as assigned.
8. Convenes, facilitates, and/or attends meetings, briefings, and presentations with internal departments, commissions, Boards, and/or other external stakeholders; and prepares and makes presentations.
9. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of environmental resources management programs and services related (but not limited) to watershed management, countywide compliance, agricultural, pest management, and weights and measures verification services
- Applicable Federal, State and local environmental, business, and related laws, codes, regulations, and standards
- Principles and practices of surface water quality and hydrology, pesticide application and usage, invasive plant and pest management, and weights and measurements verification
- Principles and practices of modern business management
- Principles and practices of budget and fiscal management including fund accounting

- Principles and practices of environmental or compliance program planning and administration
- Principles and practices of service delivery models
- Principles and practices of group facilitation and building consensus
- Project and contract management principles
- Best practices, trends, and emerging technologies
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of preparing effective oral presentations
- Principles and practices of conflict resolution and negotiation strategies
- Managerial principles, practices and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Planning and managing environmental resources management programs and services related (but not limited) to watershed management, countywide compliance, agricultural, pest management, and weights and measures enforcement services
- Interpreting and applying applicable environmental and business laws, codes, regulations, and standards
- Identifying strategic objectives, ensuring ongoing compliance and measuring performance
- Making presentations on surface water quality and hydrology, pesticide application and usage, invasive plant and pest management, and weights and measurements verification services to elected officials, County staff, and the general public
- Managing budgets and allocating resources to achieve strategic objectives
- Interpreting, monitoring, and reporting financial information and statistics
- Monitoring and directing procurement activities for the environmental resources division
- Oversee the implementation of, and adherence to, quality assurance activities and standards

- Review research and implement industry trends, solutions, and best practices
- Author and oversee the preparation of complex reports, content, documents, and presentations
- Make presentations to stakeholders, elected officials, and County leadership
- Develop and implement policies and procedures
- Facilitate group discussions and building consensus using persuasive reasoning
- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Providing customer service and resolving escalated issues
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Regulatory Compliance Assistant Deputy Director or its equivalent with the County of Orange.

Or

Six (6) years of environmental/regulatory compliance management experience in work related to assignments; must include two (2) years of supervisory experience.

A Bachelor's degree in environmental, biological, or physical science, business administration, public administration, public health or related field may substitute for one (1) year of the required experience.

A Master's degree in environmental, biological, or physical science, business administration, public administration, public health or related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications date of appointment:

- Possession of a valid California Driver's license, Class C or higher
- State of California County Agricultural Commissioner License
- State of California Deputy Sealer of Weights and Measures License
- State of California Deputy Agricultural Commissioner License
- State of California Weight Verification Inspector License
- State of California Measurement Verification Inspector License
- State of California Transaction and Product Verification Inspector License
- State of California Commodity Regulation Inspector License
- State of California Investigation and Environmental Monitoring Inspector License
- State of California Integrated Pest Management Inspector License
- State of California Pest Prevention and Plant Regulation Inspector License
- State of California Pesticide Regulation Inspector License
- State of California Professional in Erosion and Sediment Control Certificate
- State of California Qualified Stormwater Practitioner Inspector License
- State of California Qualified Stormwater Pollution Prevention Plan Developer License
- State of California Registered Environmental Health Specialist Certificate

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



RESEARCH, POLICY, AND QUALITY ASSURANCE ANALYST

Bargaining Unit: MA Administrative Management

Class Code:
8296MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the first in a five-level **Research, Policy, and Quality Assurance Management Series** responsible for coordinating the evaluation process for services, such as the County Commission-supported programs, researching and reporting on criminal justice operations and programs, ensuring healthcare compliance with fraud, waste, and abuse prevention, privacy, and related requirements, performing quality assurance reviews on child support programs and services, ensuring compliance with State and Federal program mandates in providing and delivering social services. Work may include coordinating the development and implementation of data collection, management, reporting processes and systems, and conducting quality assurance, audits, risk assessments, and training sessions.

The Research, Policy, and Quality Assurance Management series includes the following:

Research, Policy, and Quality Assurance Analyst (8296MA)
Research, Policy, and Quality Assurance Administrator (8297MA)
Research, Policy, and Quality Assurance Manager (8298MA)
Research, Policy, and Quality Assurance Manager, Senior (8299MA)
Research, Policy, and Quality Assurance Deputy Director (8300MA)

CLASS CHARACTERISTICS:

An incumbent performs journey-level analysis and assists with program administration or supervision, which may include providing training and work review to employees at the same level, or serving as a supervisor to one non-management employee, multiple contractors, or temporary staff who are assigned to assist with the work being performed. Decision-making includes selecting the method to address problems or issues and making recommendations, subject to the constraints established by management objectives and direction.

As assigned, an incumbent may serve as a lead worker, assigning work and monitoring work completion; or supervise staff, volunteers, and/or contractors. Supervision of staff includes conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Researches and analyzes information related to program operations, design, methodologies, and outcomes; analyzes fraud, waste, abuse, information management and privacy, and other applicable violations; child support programs and services, criminal justice operations, including filings, rejections, dispositions, and sentences; quality assurance and audit results; and social services programs, policies, strategy, and regulatory materials.
2. Coordinates the development and implementation of data collection, management, and reporting processes and systems; investigates compliance issues and breaches; conducts risk assessments and analyses; plans and conducts compliance, evaluation, and related training sessions; and uses technical and analytical expertise to develop findings, provide consultation, and make recommendations to management.
3. Assists with the administration of research, policy, and quality assurance programs, projects, or specific functional areas of complex programs.
4. Reviews legal and regulatory information, and ensures compliance with applicable data sharing and management.
5. Assists with the management of operational activities including the identification of business processes and opportunities for continuous improvement, drafting of operational policies and procedures, and measurement and analysis of performance indicators.
6. Assists with project or program budget administration and procurement activities, including monitoring revenues and expenditures, managing inventory, researching funding opportunities, managing grant funds, and making budget- and procurement-related recommendations to higher-level management.
7. Researches and develops reports, materials, business, operational, and related plans; reviews materials prepared by others; and makes presentations, as assigned.
8. Provides consultation to and responds to inquiries, requests, and/or complaints from contract providers, the general public, County staff, and/or external agencies; troubleshoots program-related operational issues; and facilitates and/or attends meetings.
9. As assigned, serves as a lead worker, or supervises staff, volunteers, and/or contractors, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
10. Administers and ensures compliance with applicable regulations, policies, and procedures.
11. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of operational areas related, but not limited, to program evaluation, healthcare compliance, quality assurance, and research and reporting
- Principles and methods of qualitative and quantitative data research, analysis, and management
- Applicable federal, state, and county laws, codes, regulations, and standards
- Principles and practices of compliance, audits, and risk management
- Principles and practices of program evaluation and business analysis relevant to area of assignment.
- As relevant to assignment, principles and practices of criminal justice operations and processes
- Principles and techniques used in privacy and security auditing, development of policies and procedures related to privacy and security
- Principles and practices of issue identification and resolution
- Principles and practices of project and program administration
- Principles and techniques of preparing and delivering effective oral presentations and written reports
- Supervisory principles, practices, and techniques, including employee development, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of conflict resolution and negotiation strategies
- Best practices, trends, and emerging technologies
- Principles and practices of service delivery model
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment
- Principles and practices of the reliability and validity for developing and/or evaluating assessments/questionnaires

Ability to

- Administer programs and activities related, but not limited, to program evaluation, compliance, quality assurance, and criminal justice research and reporting
- Prioritize multiple competing work priorities and meeting deadlines

- Research and analyze quantitative and qualitative data, identifying issues, formulating solutions, and articulating recommendations
- Develop research studies/program evaluation projects in an applied setting
- Apply statistical analysis procedures (e.g. descriptive statistics, inferential statistics), and organize statistical information into reports, tables, charts, and graphs
- Analyze/query complex data collection/management systems, including utilize computer programming and processing methods to generate, organize, and display a variety of complex research data
- Use research methods in community settings and adapting or tailoring methods for application in other settings
- Monitor and interpret operational data, regulatory and financial information, and statistics
- Interpret and apply applicable laws, codes, regulations, and standards
- Implement compliance, audit, and risk management operations
- Implement program evaluation and business analysis operations
- Evaluate healthcare, public health, correctional health, medical health and criminal justice operation compliance
- Develop and prepare complex written reports and oral presentations
- Analyze, recommend, and/or implement policies and procedures
- Resolve conflict and facilitate consensus
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work, as assigned
- Utilize a computer and software applications relevant to area of assignment
- Utilize communication and interpersonal skills to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Three (3) years of professional experience in work related to assignment.

A Bachelor's degree in accounting, finance, human resources, business or public administration, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in accounting, finance, human resources, business or public administration, or related field may substitute for two (2) years of the required experience.

If assigned to Health Care Agency, a Master's degree or higher in human services, behavioral/mental health, health informatics, health economics, public health, statistics or a related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of application/date of appointment:

- Certified Healthcare Privacy and Security (CHPS) Certified Healthcare Privacy Compliance (CHPC) Certified Healthcare Compliance (CHC), Registered Health Information Administrator (RHIA), Certified Compliance and Ethics Professional (CCEP), Certified Internal Auditor, Certified Fraud Examiner, and/or Certified Information Systems Auditor (CISA)
- Possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



**RESEARCH, POLICY, AND QUALITY ASSURANCE
ADMINISTRATOR**
Bargaining Unit: MA Administrative Management

Class Code:
8297MA

COUNTY OF ORANGE
Established Date: 03/10/2023

DEFINITION:

This class is the second in a five-level **Research, Policy, and Quality Assurance Management Series** responsible for administering public assistance programs, coordinating and implementing healthcare data collection, reporting, and mapping operations; or conducting quality assurance assessments for healthcare, social services, child support, and criminal justice programs.

The Research, Policy, and Quality Assurance Management series includes the following:

Research, Policy, and Quality Assurance Analyst (8296MA)
Research, Policy, and Quality Assurance Administrator (8297MA)
Research, Policy, and Quality Assurance Manager (8298MA)
Research, Policy, and Quality Assurance Manager, Senior (8299MA)
Research, Policy, and Quality Assurance Deputy Director (8300MA)

CLASS CHARACTERISTICS:

An incumbent performs advanced journey-level analytical work and/or program administration, which includes performing complex individual contributor work assignments or supervision of a smaller program/function. Incumbents may supervise multiple staff engaged in non-management work, provide training and work review for same level management staff, or supervise one management level staff assigned to help support and coordinate the program and/or work unit. Decision-making includes providing input into management objectives and selecting the method to address a problem or issue, subject to the constraints established by management objectives and direction.

As assigned, an incumbent may serve as a lead worker, assigning work and monitoring work completion; or supervise staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Develops data collection, analysis, management, and reporting processes; researches and analyzes information on program regulations, participant or population data, operations, strategies, policies, outcomes, and other materials; identifies error and operation trends, legislation impact, and compliance and performance issues; and uses technical and analytical expertise to formulate solutions, improve processes, and make related recommendations to management.
2. Administers complex programs, projects, or specific functions relevant to area of assignment.
3. As assigned, supervises transactional, investigatory, or processing operational activities performed by non-exempt staff; ensures compliance with applicable federal, state, and local laws, regulations, and quality and performance standards.
4. Researches and develops reports, contracts, plans, training materials, and other documents; develops and updates program policy and procedure manuals, guides, and other materials; reviews program and grant applications and materials prepared by others; and makes presentations, as assigned.
5. Provides consultation and responds to inquiries, requests, and/or complaints from contract providers, program participants, community groups, the general public, County staff, and/or external agencies; and facilitates and/or attends committee and related meetings.
6. As assigned, serves as a lead worker, or supervises staff, volunteers, and/or contractors, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
7. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of programs relevant to area of assignment
- Principles and methods of qualitative and quantitative data collection, analysis, and management
- Principles and practices of statistical analysis and methods
- Applicable federal, state, and local laws, codes, regulations, and standards relevant to area of assignment
- Principles and practices of program evaluation and business analysis
- Principles and practices of project and program administration in the areas of research, policy, and quality assurance
- Principles and techniques of preparing and delivering effective oral presentations and written reports
- Principles and practices of modern budget administration and procurement

- Supervisory principles, practices, and techniques, including employee development, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of conflict resolution and negotiation strategies
- Best practices, trends, and emerging technologies
- Principles and practices of service delivery models
- Modern office technology and operational specific business systems, equipment, databases, and applications relevant to area of assignment

Ability to

- Administer programs and activities related to, but not limited to, program evaluation, compliance, quality assurance, and research and reporting
- Research and analyze qualitative and quantitative data, identifying issues, formulating solutions, and articulating recommendations
- Utilize statistical methods to analyze and report on program data
- Monitor and interpret operational data, regulatory and financial information, and statistics
- Interpret and apply applicable laws, codes, regulations, and standards
- Implement program evaluation and business analysis operations
- Develop and prepare complex written reports and presentations
- Analyze, recommend and/or implement policies and procedures
- Resolve conflict and facilitate consensus
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work, as assigned
- Utilize a computer and relevant software applications and databases relevant to area of assignment
- Utilize communication and interpersonal skills to interact with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction.

Education and Experience

One (1) year experience as a Research, Policy, and Quality Assurance Analyst or its equivalent with the County of Orange

Or

Four (4) years of professional experience in work related to assignment.

A Bachelor's degree in accounting, finance, human resources, business or public administration, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in accounting, finance, human resources, business or public administration, or related field may substitute for two (2) years of the required experience.

If assigned to Health Care Agency, a Master's degree or higher in human services, behavioral/mental health, health informatics, health economics, public health, statistics or a related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of application/date of appointment:

- State of California Child and Family Services Review Certificate
- Certified Healthcare Privacy and Security (CHPS), Certified Healthcare Privacy Compliance (CHPC), Certified Healthcare Compliance (CHC), Registered Health Information Administrator (RHIA), Certified Compliance and Ethics Professional (CCEP), Certified Internal Auditor, Certified Fraud Examiner, and/or Certified Information Systems Auditor (CISA)
- Possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



**RESEARCH, POLICY, AND QUALITY ASSURANCE
MANAGER**

Bargaining Unit: MA Administrative Management

Class Code:
8298MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the third in a five-level **Research, Policy and Quality Assurance Management Series** responsible for supervising research and quality assurance programs and/or functions, managing quality assurance activities in assigned department.

The Research, Policy, and Quality Assurance Management series includes the following:

Research, Policy, and Quality Assurance Analyst (8296MA)
Research, Policy, and Quality Assurance Administrator (8297MA)
Research, Policy, and Quality Assurance Manager (8298MA)
Research, Policy, and Quality Assurance Manager, Senior (8299MA)
Research, Policy, and Quality Assurance Deputy Director (8300MA)

CLASS CHARACTERISTICS:

Incumbents supervise programs or work units typically with supervisory authority over at least two or more management-level staff. Decision-making includes using discretion for program decisions to achieve management objectives, with accompanying accountability for those decisions. An individual contributor who is a designated subject matter expert and who serves as a manager of a Countywide enterprise or highly technical and specialized function without direct supervisory responsibilities may be assigned to this level.

As assigned, an incumbent supervises management or exempt staff and non-management level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Plans, coordinates, and evaluates quality assurance and research programs, projects, and activities to support management decision-making and/or audit County functions relevant to area of assignment.

2. Manages complex quality assurance, research, and/or process improvement projects, including developing project plans and processes, preparing forecast models, preparing and managing project budgets, and ensuring compliance with budgetary, contractual, and schedule requirements.
3. Prepares and administers ongoing daily operations to comply with strategic goals and preferred outcomes; plans and updates program operations based on policy and regulatory changes; manages program planning and resource deployment; and ensures compliance with all policies, procedures, and quality and performance standards.
4. Manages procurement and budget processes for assigned program(s); monitors and approves inventory and procurement processes; prepares and reviews budget requests; researches and reviews funding opportunities; collects and analyzes financial information; and makes budgetary and financial recommendations to higher-level staff.
5. Researches, analyzes, develops, and reviews original operational, research, statistical, and legal reports, materials, contracts, guides, manuals, policy documents, proposals, applications, forms, memos, presentations, and other documents; and develops and makes recommendations to higher-level management.
6. Supervises professional, paraprofessional, and support level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
7. Establishes internal and external partnerships; coordinates with County staff and officials, contract providers, and/or external agencies; and convenes, facilitates, and/or attends committees and related meetings.
8. Ensures a healthy and safe work environment; and ensures compliance with applicable regulations, policies, and procedures.
9. Performs other duties of a similar nature and level as assigned

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of quality assurance and research in assigned area of responsibility
- Principles and practices of procurement policies and processes
- Principles and practices of grievance reviews
- Principles and practices of public construction management
- Principles and practices of contract law
- Principles and practices of applied and experimental research and statistical methods
- Supervisory principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work

- Principles and practices of public assistance program management
- Principles and practices of program evaluation
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management, including project cost accounting
- Principles and practices of program planning and administration
- Principles and practices of service delivery models
- Project and contract management principles
- Principles and practices of conflict resolution
- Best practices, trends, and emerging technologies
- Principles and methods of qualitative and quantitative research
- Principles and techniques of preparing effective oral presentations and written reports
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state, and local laws, codes, and regulations relevant to area of assignment

Ability to

- Manage and implement research and quality assurance programs or projects in assigned area of responsibility
- Provide advisement on procurement policies and best practices
- Conduct grievance reviews
- Manage the administration of programs relevant to area of assignment
- Utilize applied and experimental research and statistical methods to analyze and report on program operations and other materials
- Ensure public works construction projects meet applicable requirements.
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Negotiate, develop, and manage contracts
- Oversee adherence to quality assurance and standards

- Implement program evaluation and business analysis operations
- Interpret, monitor, and report financial information and statistics
- Research industry trends, solutions, and best practices
- Compile and analyze data, identify issues, make recommendations and implement solutions
- Prepare and/or direct the preparation of complex reports, content, and documents
- Recommend, develop, and implement policies and procedures
- Facilitate group discussion, build consensus and resolve escalated issues
- Exercise political acumen, tact, and diplomacy
- Interpret and apply applicable laws, codes, regulations, and standards
- Utilize a computer and software applications relevant to area of assignment

Education and Experience

One (1) year experience as a Research, Policy, and Quality Assurance Administrator or its equivalent with the County of Orange

Or

Five (5) years of professional experience in work related to assignment; must include one (1) year of lead/supervisory experience.

A Bachelor's degree in accounting, finance, human resources, business or public administration, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in accounting, finance, human resources, business or public administration, or related field may substitute for two (2) years of the required experience.

If assigned to Health Care Agency, a Master's degree or higher in human services, behavioral/mental health, health informatics, health economics, public health, statistics or a related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of application/date of appointment:

- Project Management Certificate based on the Project Management Body of Knowledge
- Certified Healthcare Privacy and Security (CHPS), Certified Healthcare Privacy Compliance (CHPC), Certified Healthcare Compliance (CHC), Registered Health Information Administrator (RHIA), Certified Compliance and Ethics Professional (CCEP), Certified Internal Auditor, Certified Fraud Examiner, and/or Certified Information Systems Auditor (CISA)
- State of California Class B Contractor's License
- Possession of a valid California Driver's license, Class C or higher may be required by date of appointment

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



**RESEARCH, POLICY, AND QUALITY ASSURANCE
MANAGER, SENIOR**
Bargaining Unit: MA Administrative Management

Class Code:
8299MA

COUNTY OF ORANGE
Established Date: 03/10/2023

DEFINITION:

This class is the fourth in a five-level **Research, Policy, and Quality Assurance Management Series** responsible for managing multiple teams or units engaged in one or more of the following areas: public assistance program administration, policy and process management, research and analysis, public inquiry response, quality assurance, litigation services, GIS mapping, and records management.

The Research, Policy, and Quality Assurance Management series includes the following:

Research, Policy, and Quality Assurance Analyst (8296MA)
Research, Policy, and Quality Assurance Administrator (8297MA)
Research, Policy, and Quality Assurance Manager (8298MA)
Research, Policy, and Quality Assurance Manager, Senior (8299MA)
Research, Policy, and Quality Assurance Deputy Director (8300MA)

CLASS CHARACTERISTICS:

Incumbents oversee multiple highly complex research, policy and process management, and quality assurance operational functions and/or an organizational work unit, and typically exercise direct supervision to multiple management level employees, indirect supervision to additional management and/or non-management level employees, and have responsibility for significant budget/funding levels. Decision-making includes establishing work unit objectives and goals, exercising considerable discretion in selecting the method to address a problem or issue, and fostering collaboration among and between the work units supervised as well with work units under the direction of others.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Oversees and conducts performance evaluations, employee development, and hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff, as assigned.
2. Provides operational and technical management and direction to staff including, but not limited, to one or more of the following areas: public assistance (e.g. MediCal programs), policy and process management, research and analysis, public inquiry, quality assurance, litigation services, GIS mapping, and records management; ensures compliance with applicable federal, state, and local laws, regulations, policies, and procedures.
3. Troubleshoots and resolves program or work unit issues and keeps higher-level management informed of issues/resolution.
4. Develops, implements, and evaluates research, quality assurance, policy and process management, and public assistance services and programs to ensure compliance with strategies and performance goals; manages work systems and processes; maintains and updates procedures, and ensures compliance; researches trends and best practices; and recommends and implements changes.
5. Develops and administers work unit budgets and procurement processes; reviews and approves budget requests and transactions; negotiates and manages contracts; researches and analyzes financial information; makes resource allocation recommendations; and implements resource allocation decisions.
6. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains reports, records, plans, contracts, and other documents; oversees the research and analysis of policy and related information; and makes recommendations to higher-level staff.
7. Coordinates with the general public, County staff, and/or external agencies; convenes, facilitates, and attends meetings; and prepares and makes presentations to the public, elected officials, appointment boards, and other stakeholders.
8. Performs other duties of a similar nature and level as assigned

MINIMUM QUALIFICATIONS:

Knowledge of

- Supervisory principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of public assistance (e.g. MediCal) programs and policies.
- Principles and practices of policy and process management
- Principles and practices of qualitative and quantitative research and analysis methods
- Principles and practices of public inquiry, quality assurance, litigation services, GIS mapping, and records management

- Principles and practices of social services area related to assignment
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management
- Principles and practices of program planning and administration
- Principles and practices of service delivery models
- Principles and practices of project management
- Principles and practices of strategic planning and performance measurement
- Principles and practices of group facilitation and building consensus
- Principles and practices of modern procurement, and contract negotiation and administration
- Best practices, trends, and emerging technologies
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state, and local laws, codes, regulations, and standards
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Oversee public assistance (e.g. MediCal) program operations
- Manage policy and process management operations for assigned social services function
- Apply qualitative and quantitative research and analysis methods
- Manage public inquiry, quality assurance, litigation services, GIS mapping, and records management operations for assigned social services function
- Ensure ongoing compliance with strategic objectives; measuring performance; and participating in the development of goals and strategic plans

- Manage budgets and allocating resources
- Interpret, monitor, and report financial information and statistics
- Monitor and execute procurement activities for assigned work unit and negotiating and administering contracts
- Manage large-scale complex projects and/or initiatives, enterprise projects, and/or overseeing the management of multiple projects simultaneously
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Research, recommend, and implement industry trends, solutions, and best practices
- Author and oversee the preparation of original reports, content, documents, and presentations
- Make presentations to stakeholders, elected officials, and County leadership
- Develop and implement policies and procedures
- Facilitate group discussions and building consensus using persuasive reasoning
- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, and the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Provide customer service and resolving escalated issues
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills to interactions with coworkers, supervisors, the general public and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Research, Policy, and Quality Assurance Manager or its equivalent with the County of Orange

Or

Five (5) years of professional experience related to assignment; must include two (2) years of lead/supervisory experience.

A Bachelor's degree in accounting, finance, human resources, business or public administration, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in accounting, finance, human resources, business or public administration, or related field may substitute for two (2) years of the required experience.

If assigned to Health Care Agency, a Master's degree or higher in human services, behavioral/mental health, health informatics, health economics, public health, statistics or a related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of application/date of appointment:

- Project Management Certificate based on the Project Management Body of Knowledge
- Certified Healthcare Privacy and Security (CHPS), Certified Healthcare Privacy Compliance (CHPC), Certified Healthcare Compliance (CHC), Registered Health Information Administrator (RHIA), Certified Compliance and Ethics Professional (CCEP), Certified Internal Auditor, Certified Fraud Examiner, and/or Certified Information Systems Auditor (CISA)
- State of California Class B Contractor's License
- Possession of a valid California Driver's license, Class C or higher may be required by date of appointment

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



**RESEARCH, POLICY, AND QUALITY ASSURANCE
DEPUTY DIRECTOR**

Bargaining Unit: MA Administrative Management

Class Code:
8300MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the fifth in a five-level **Research, Policy, and Quality Assurance Management Series** responsible for overseeing quality assurance programs and/or managing and advising in assigned departments.

The Research, Policy, and Quality Assurance Management series includes the following:

Research, Policy, and Quality Assurance Analyst (8296MA)
Research, Policy, and Quality Assurance Administrator (8297MA)
Research, Policy, and Quality Assurance Manager (8298MA)
Research, Policy, and Quality Assurance Manager, Senior (8299MA)
Research, Policy, and Quality Assurance Deputy Director (8300MA)

CLASS CHARACTERISTICS:

An incumbent oversees quality assurance programs and/or functions that include making broad policy decisions and recommendations to the department head or County executive team. Work includes making interpretive decisions on behalf of the organization regarding the means for executing the goals established by the relevant executives and governing body subject to constraints imposed by available technology and resources. Such interpretive decisions provide context for the work to be accomplished by subordinates supervised within the units managed. An incumbent typically reports to a Deputy Agency Director or Agency Director.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Develops, implements, and evaluates a compliance program in accordance with the Office of Inspector General's Federal Sentencing Guidelines, and oversees large-scale compliance operations and projects for all functions within the County's Healthcare Agency; advises County executives and staff on a broad range of compliance issues related to regulatory, fiscal, administrative, and policy-based activities.

2. Develops and evaluates system-wide procedures, policies, strategies and goals; and plans and implements process improvements.
3. Develops, administers, and oversees budgets; oversees procurement activities; reviews and approves budget requests and transactions; researches and analyzes financial information; makes resource allocation decisions and recommendations; and ensures adherence to budgetary and other applicable requirements, policies, and procedures.
4. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains reports, records, plans, contracts, and other documents; and coordinates the research and analysis of department-wide policy and related information.
5. Coordinates with County officials and staff, auditors, the public, and/or external agencies; develops internal and external partnerships; responds to escalated complaints and operational issues; and manages ongoing program operations and processes.
6. Convenes, facilitates, and/or attends meetings, briefings, and presentations with internal departments, commissions, Boards, contract providers, and/or other external stakeholders; and prepares and makes presentations.
7. Oversees and conducts performance evaluations, employee development, and hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of healthcare compliance
- Principles and practices of interviewing and investigation
- Applicable federal, state, and local healthcare and related laws, codes, regulations, and standards
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management including fund accounting
- Principles and practices of compliance program planning and administration
- Principles and practices of service delivery model
- Principles and practices of group facilitation and building consensus
- Project and contract management principles

- Best practices, trends, and emerging technologies
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Principles and practices of conflict resolution and negotiation strategies
- Supervisory principles, practices and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Plan and manage a Countywide compliance program
- Interpret and apply applicable and related laws, codes, regulations, and standards
- Oversee investigation and interview operations performed by staff
- Identify strategic objectives, ensuring ongoing compliance and measuring performance
- Manage budgets and allocating resources to achieve strategic objectives
- Interpret, monitor, and report financial information and statistics
- Monitor and direct procurement activities for the compliance division
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Review research and implement industry trends, solutions, and best practices
- Author and oversee the preparation of original reports, content, documents, and presentations
- Make presentations to stakeholders, elected officials, and County leadership
- Develop and implement policies and procedures
- Facilitate group discussions and building consensus using persuasive reasoning
- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership

- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Two (2) years of experience as a Research, Policy, and Quality Assurance Manager, Senior or its equivalent with the County of Orange

Or

Six (6) years of related management experience related to assignment; must include two (2) years of supervisory experience.

A Bachelor's degree in accounting, finance, human resources, business or public administration, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in accounting, finance, human resources, business or public administration, or related field may substitute for two (2) years of the required experience.

If assigned to Health Care Agency:

A doctorate degree (PhD) in behavioral, public health, or related field may substitute for three (3) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of application/date of appointment:

- Certification in Healthcare Compliance (CHC)
- Certification in Healthcare Privacy (CHP)
- Possession of a valid California Driver's license, Class C or higher may be required by date of appointment

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



RISK MANAGEMENT ANALYST

Bargaining Unit: MA Administrative Management

Class Code:
8301MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the first in a five-level **Risk Management Series** responsible for gathering and analyzing risk management information pertaining to safety, return to work, worker's compensation, insurance and/or related program information and making recommendations to department management staff in collaboration with the County's central risk management function.

The Risk Management series includes the following:

Risk Management Analyst (8301MA)

Risk Management Administrator (8302MA)

Risk Manager (8303MA)

Risk Manager, Senior (8304MA)

Risk Management Deputy Director (8305MA)

CLASS CHARACTERISTICS:

An incumbent performs journey-level analysis, or assists with program administration or supervision, which may include providing training and work review to employees at the same level, or serving as a supervisor to one non-management employee, multiple contractors, or temporary staff who are assigned to assist with the work being performed. Decision-making includes selecting the method to address a problem or issue, subject to the constraints established by management objectives and direction and making recommendations for management objectives and program administration.

As assigned, an incumbent may serve as a lead worker, assigning work and monitoring work completion; or supervise staff, volunteers, and/or contractors. Supervision of staff includes conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Establishes research criteria, gathers risk management information pertaining to safety, return to work topics, insurance, and/or or related program information and/or leads the information gathering

process, analyzes information, and uses technical and analytical expertise to develop findings and provide recommendations to higher-level staff.

2. Assists with the administration of less complex programs, projects, or specific functional areas of large complex risk management programs including safety, return to work, and/or insurance; plans and conducts studies, surveys, training sessions, and/or investigations; assists with project or program budget administration and procurement activities.
3. May coordinate and implement departmental safety programs including developing training resources, implementing training, developing safety inspection programs, and/or performing ergonomic evaluations.
4. Guides and/or conducts risk assessments; provides recommendations relative to the assessments; and may provide consultations for work accommodations and preventative/corrective actions.
5. Assists with the management of operational activities including the identification of business processes and opportunities for continuous improvement, drafting of operational policies and procedures, and measurement and analysis of performance indicators.
6. Researches, develops original reports, materials, grant proposals, contracts, license agreements, agendas, press release schedules, presentations, and/or other documents; reviews materials prepared by others; makes presentations, as assigned.
7. Responds to inquiries from County staff, vendors, the general public, and/or external agencies; troubleshoots program-related operational issues; and facilitates and/or attends meetings.
8. As assigned, serves as a lead worker, or supervises staff, volunteers, and/or contractors, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures
9. Administers and ensures compliance with applicable regulations, policies, procedures, and when applicable, County Memorandums of Understanding provisions.
10. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of risk management programs, relevant to area of assignment, including insurance, safety, and return to work programs
- Principles and practices of project and program administration
- Industry terminology pertinent to the assigned area of responsibility
- Principles and applications of risk mitigation including risk assessments, safety planning and training, safety inspections, policy development and audits, and/or ergonomic evaluations, as applicable to area of assignment

- Procedural steps required to administer work in the assigned area of responsibility
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations and written reports
- Principles and practices of modern budget, procurement, contract, and lease administration including tracking, auditing, and procedural compliance
- Supervisory principles, practices, and techniques including employee development, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Applicable federal, state, and local laws, codes, regulations, and standards
- Principles and practices of service delivery models
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Administer risk management programs, relevant to area of assignment, including insurance, safety, and return to work programs
- Administer programs and/or projects
- Prioritize multiple competing work priorities and meet deadlines
- Research and analyze data, formulating issues, and articulating recommendations
- Monitor and interpret operational data, regulatory and financial information, and statistics
- Administer budgets and procurement processes, which may include negotiating and reviewing contracts
- Develop and prepare reports, grant proposals, and presentations
- Recommend and implement policies and procedures
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work, as assigned
- Interpret and apply applicable laws, codes, regulations, and standards
- Utilize a computer and relevant software applications, specialized equipment and systems

- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Three (3) years of professional risk management programs experience related to assignment.

A Bachelor's degree in occupational health, safety engineering, insurance/risk management, business administration, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in occupational health, safety engineering, insurance/risk management, business administration, or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



RISK MANAGEMENT ADMINISTRATOR

Bargaining Unit: MA Administrative Management

Class Code:
8302MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the second in a five-level **Risk Management Series** responsible for coordinating risk management program operations and performing advanced analysis for an assigned risk management function such as return to work, worker's compensation, insurance and billing, industrial hygiene, civil litigation administration, and workplace safety.

The Risk Management series includes the following:

Risk Management Analyst (8301MA)

Risk Management Administrator (8302MA)

Risk Manager (8303MA)

Risk Manager, Senior (8304MA)

Risk Management Deputy Director (8305MA)

CLASS CHARACTERISTICS:

An incumbent performs advanced journey-level analytical work and/or risk management program administration which includes performing the most complex individual contributor work assignments or supervision of a smaller program/function. Incumbents may supervise multiple staff engaged in non-management work, provide training and work review for same level management staff, or supervise one management level staff assigned to help support and coordinate the program and/or work unit. Decision-making includes providing input into management objectives and selecting the method to address a problem or issue, subject to the constraints established by management objectives and direction.

As assigned, an incumbent may serve as a lead worker, assigning work and monitoring work completion; or supervise staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Establishes research criteria, gathers information and/or leads the information gathering process, analyzes information, and uses technical and analytical expertise to develop findings and provide recommendations to higher-level staff.
2. Administers smaller, less complex programs, projects, or specific functional areas of large complex programs; plans and conducts studies, surveys, training sessions, and investigations; and/or administers program/project budget and procurement activities.
3. Ensures compliance to regulatory and safety standards through the implementation, monitoring, and auditing of policies, procedures, systems, programs, and practices.
4. Administers risk reviews which may include leave of absence eligibility, civil claims and lawsuits, and/or safety topics; provides recommendations and/or consultations for work accommodations, preventative/corrective actions, and/or next steps.
5. As assigned, supervises transactional, investigatory, or processing operational activities performed by non-exempt staff; assists with overall operational management of a work unit including the identification of business processes and opportunities for continuous improvement, drafting of operational policies and procedures, and/or measurement and analysis of performance indicators.
6. Researches and develops original reports, materials, presentations, investigation reports, and/or other documents; serves as a technical subject matter expert; reviews materials prepared by others; makes presentations, as assigned.
7. Responds to inquiries from County staff, vendors, the general public, and/or external agencies; troubleshoots program-related operational issues; when required, attends mediations, mandatory settlement conferences, and trials; and facilitates and/or attends meetings.
8. As assigned, serves as a lead worker, or supervises staff, volunteers, and/or contractors, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of risk management programs, relevant to the area of assignment, including return to work programs, insurance billing coding, civil litigation administration, industrial hygiene, and workplace safety and loss prevention
- Principles and practices of project and program administration
- Industry terminology pertinent to the assigned area of responsibility
- Principles and applications of risk mitigation including risk assessments, safety planning and training, safety inspections, policy development and audits, and/or ergonomic evaluations, as applicable to area of assignment
- Procedural steps required to administer work in the assigned area of responsibility
- Principles and methods of qualitative and quantitative research

- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations and written reports
- Principles and practices of modern budget administration and procurement
- Supervisory principles, practices, and techniques, including employee development, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Applicable federal, state, and local laws, codes, regulations, and standards
- Service delivery principles and practices
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Administer risk management programs and activities, relevant to the area of assignment, including return to work programs, insurance billing coding and compliance, civil litigation administration, and workplace safety and loss prevention
- Manage projects
- Prioritize multiple competing work priorities and meet deadlines
- Research and analyze data, formulate issues, and articulate recommendations
- Monitor and interpret operational data, regulatory and financial information, and statistics
- Administer budgets and procurement processes, which may include negotiating contracts, scope of work development, and vendor selection
- Develop and prepare reports and presentations
- Recommend and implement policies and procedures
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands and assigning/monitoring work, as assigned
- Interpret and apply applicable laws, codes, regulations, and standards
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Risk Management Analyst or its equivalent with the County of Orange.

Or

Four (4) years of professional risk management programs experience related to assignment.

A Bachelor's degree in occupational health, safety engineering, insurance/risk management, business administration, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in occupational health, safety engineering, insurance/risk management, business administration, or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



RISK MANAGER

Bargaining Unit: MA Administrative Management

Class Code:
8303MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the third in a five-level **Risk Management Series** responsible for supervising a risk management unit involved in commercial insurance, insurance claims processing, worker's compensation, return to work, and/or safety and loss prevention.

The Risk Management series includes the following:

Risk Management Analyst (8301MA)

Risk Management Administrator (8302MA)

Risk Manager (8303MA)

Risk Manager, Senior (8304MA)

Risk Management Deputy Director (8305MA)

CLASS CHARACTERISTICS:

Incumbents supervise programs of varying sizes or smaller work units typically with supervisory authority over at least two or more management-level staff. Decision-making includes using discretion for program decisions to achieve management objectives, with accompanying accountability for those decisions. An individual contributor who is a designated subject matter expert and who serves as a manager of a Countywide enterprise or highly technical and specialized function, without direct supervisory responsibilities may be assigned to this level.

As assigned, an incumbent supervises management and non-management level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Plans, coordinates, and evaluates risk management programs and/or projects; prepares and administers ongoing daily operations to comply with strategic goals and preferred outcomes; manages program planning and resource deployment; and ensures compliance with all policies, procedures, quality, and performance standards.

2. Coordinates the administration of risk related programs which may include case and/or claims processing; assigning cases to adjusters or investigators; approving or denying claims; attending mediation and settlement conferences; providing direction to others on cases; and/or other related activities.
3. Evaluates and recommends risk limiting and mitigation practices which may include developing and implementing safety and loss prevention activities; securing appropriate levels of insurance coverages; ensuring compliance oversight; and/or other related activities.
4. Participates in the management of risk program administration, financial, and purchasing functions and/or other related activities.
5. Researches, analyzes, develops, and reviews original reports, legal instruments, proposals, materials, presentations, and/or other related documents; reviews, edits, and approves materials and documents prepared by others; and develops and makes recommendations to higher-level staff.
6. Establishes internal and external partnerships; coordinates with County staff, vendors, third party administrators, contractors, brokers, the general public, and/or external agencies; convenes, facilitates, and/or attends meetings.
7. Manages procurements and budgets for assigned program(s); monitors and approves inventory and procurement processes; prepares and reviews budget requests; researches and reviews funding opportunities; collects and analyzes financial information; and/or makes budgetary and financial recommendations to higher-level staff.
8. Ensures a healthy and safe work environment; ensures compliance with applicable regulations, policies, and procedures.
9. Supervises professional, paraprofessional, and support level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
10. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Advanced principles and practices of risk management program and planning administration
- Industry terminology pertinent to the assigned area of responsibility
- Procedural steps required to administer work in the assigned area of responsibility
- Factors that can contribute to risk mitigation in the assigned area of responsibility
- Principles and practices of modern business management

- Principles and practices of budgeting, fiscal management, and procurement
- Principles and practices of program planning and administration
- Principles and practices of service delivery models
- Project and contract management principles
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations and written reports
- Applicable federal, state, and local laws, codes, regulations, and standards
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Manage and implement assigned risk management programs or projects relevant to the area of assignment
- Oversee adherence to quality assurance and standards
- Interpret, monitor, and report financial information and statistics
- Research industry trends, solutions, and best practices
- Compile and analyze data, formulating issues, and articulating recommendations
- Prepare original reports, content, documents, and presentations
- Facilitate groups and build consensus using persuasive reasoning
- Exercise political acumen, tact, and diplomacy
- Interpret and apply applicable laws, codes, regulations, and standards
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year as a Risk Management Administrator or its equivalent with the County of Orange.

Or

Five (5) years of professional risk management programs experience related to assignment; must include one (1) year of lead/supervisory experience.

A Bachelor's degree in occupational health, safety engineering, insurance/risk management, business administration, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in occupational health, safety engineering, insurance/risk management, business administration, or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



RISK MANAGER, SENIOR

Bargaining Unit: MA Administrative Management

Class Code:
8304MA

COUNTY OF ORANGE

Established Date: 00/00/0000

DEFINITION:

This class is the fourth in a five-level **Risk Management Series** responsible for directing the strategies for the County's liability and claims management program; safety and loss prevention program with a focus on improving the safety culture and, thereby, reducing injuries, illnesses, and property losses; and ensuring compliance with the American's with Disabilities Act (ADA).

The Risk Management series includes the following:

Risk Management Analyst (8301MA)

Risk Management Administrator (8302MA)

Risk Manager (8303MA)

Risk Manager, Senior (8304MA)

Risk Management Deputy Director (8305MA)

CLASS CHARACTERISTICS:

Incumbents oversee multiple highly complex risk management operational functions and/or an organizational work unit exercising first-level (direct) supervision to multiple management level employees, indirect supervision to additional management and/or non-management level employees, and have responsibility for significant budget/funding levels. Decision-making includes establishing work unit objectives and goals, exercising considerable discretion in selecting the method to address a problem or issue, and fostering collaboration among and between the work units supervised as well as work units under the direction of others.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Provides operational and technical management and direction to staff including, but not limited to, one or more of the following areas: liability and claims management, safety and loss prevention, civil

litigation, return to work, and/or supervising the administration, financial, and purchasing functions of the department of CEO Risk Management.

2. Provides supervision and direction in the administration of risk related programs which may include: case and/or claims processing; assignment of cases to staff, adjusters, investigators, and/or counsel; approving, denying, or settling claims; providing direction to others on cases; and/or other related activities.
3. Oversees safety and loss prevention strategies; collaborates with departments/agencies on establishing risk limiting and mitigation practices; tracks performance and metrics to drive improvements; guides compliance practices; and/or other related activities.
4. Participates in the management of risk program administration, financial, and purchasing functions and/or other related activities.
5. Troubleshoots and resolves program or work unit issues and keeps higher-level management informed of issues/resolution.
6. Develops, implements, and evaluates services and programs to ensure compliance with strategies and performance goals; manages work systems and processes; maintains and updates procedures, and ensures compliance; researches trends and best practices; and recommends and implements changes.
7. Develops and administers work unit budgets and procurement processes; reviews and approves budget requests and transactions; negotiates and manages contracts; researches and analyzes financial information; makes resource allocation recommendations; and implements resource allocation decisions.
8. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains reports, records, plans, insurance applications, new and closed litigation reports, public record act requests, scopes of work, and/or other documents relevant to area of assignment; oversees the research and analysis of policy and related information; and makes recommendations to higher-level staff.
9. Coordinates with the County staff, boards, counsel, witnesses, auditors, the general public, stakeholders, and/or external agencies; convenes, facilitates, and attends meetings; and prepares and makes presentations to the public, elected officials, boards, and other stakeholders.
10. Oversees and conducts performance evaluations, employee development, hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff, as assigned.
11. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of risk management administration including liability and claims management and/or safety and loss prevention
- Industry terminology pertinent to the assigned area of responsibility

- Factors that can contribute to risk mitigation in the assigned area of responsibility
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management
- Principles and practices of program planning and administration
- Principles and practices of service delivery models
- Principles and practices of project management
- Principles and practices of strategic planning and performance measurement
- Principles and practices of modern procurement and contract negotiation and administration
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations and written reports
- Applicable federal, state, and local laws, codes, regulations, and standards
- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Manage the operations of risk management services and programs in assigned area of responsibility
- Ensure ongoing compliance with strategic objectives and measuring performance
- Participate in the development of goals and strategic objectives
- Manage budgets and allocate resources
- Interpret, monitor, and report financial information and statistics
- Monitor and execute procurement activities for assigned work unit and negotiate and administer contracts
- Manage large-scale complex projects and/or initiatives, enterprise projects, and/or oversee the management of multiple projects simultaneously

- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Research, recommend, and implement industry trends, solutions, and best practices
- Oversee the preparation of original reports, content, documents, and presentations
- Make presentations to stakeholders, boards, elected officials, and County leadership
- Develop and implement policies and procedures
- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year as a Risk Manager or its equivalent with the County of Orange.

Or

Five (5) years of professional risk management programs experience related to assignment; must include two (2) years of lead/supervisory experience.

A Bachelor's degree in occupational health, safety engineering, insurance/risk management, business administration, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in occupational health, safety engineering, insurance/risk management, business administration, or related field may substitute for two (2) years of the required experience.

License/Certification

Some positions may require one or more of the following licenses by date of appointment:

- Possession of a valid California Driver's license, Class C or higher

- Certified Industrial Hygienist (CIH)

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



RISK MANAGEMENT DEPUTY DIRECTOR

Bargaining Unit: MA Administrative Management

Class Code:
8305MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the fifth in a five-level Risk Management Series responsible for establishing the strategic risk management vision for the County, while providing direction to staff in areas related to safety and loss prevention, insurance placement, contractual risk transfer, worker's compensation, and liability/tort claims and litigation.

The Risk Management series includes the following:

Risk Management Analyst (8301MA)

Risk Management Administrator (8302MA)

Risk Manager (8303MA)

Risk Manager, Senior (8304MA)

Risk Management Deputy Director (8305MA)

CLASS CHARACTERISTICS:

An incumbent serves as a second level or higher supervisor and has middle management level responsibilities that include making broad policy decisions and recommendations to the department head or County executive team. Work includes making interpretive decisions on behalf of the organization regarding the means for executing the goals established by the relevant executives and governing body subject to constraints imposed by available technology and resources. Such interpretive decisions provide context for the work to be accomplished by subordinates supervised within the units managed. An incumbent typically reports to a Deputy Director or a Department Head.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Develops, implements, and evaluates services, programs, large-scale projects, and operations; plans and evaluates system-wide procedures, policies, strategies, and goals; maintains, updates, and ensures procedural compliance for programs and projects; and plans and implements process improvements.
2. Provides leadership and the strategic vision for risk related programs including safety and loss prevention, insurance placement, contractual risk transfer, workers' compensation, and/or liability/tort claims and lawsuits.
3. Analyzes risk and develops risk reduction strategies relative to safety and loss prevention; contracts; insurance policies, policy limits, indemnification needs; liability/tort claims and lawsuits; and/or other potential risks to the County.
4. Develops, administers and oversees budgets; oversees risk management procurement activities; reviews and approves budget requests and transactions; researches and analyzes financial information; makes resource allocation decisions and recommendations; and ensures adherence to budgetary and other applicable requirements, policies, and procedures.
5. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains reports, records, plans, contracts, and other documents; coordinates the research and analysis of department-wide policy and related information; and makes recommendations to higher-level staff.
6. Coordinates with County officials and staff, boards, legal counsel, the public, and/or external agencies; develops internal and external partnerships; responds to escalated operational issues; escalates issues to the board when appropriate; and manages ongoing program operations and processes.
7. Convenes, facilitates, and/or attends meetings, briefings, closed board sessions, and presentations with internal staff and departments, commissions, boards, and/or other external stakeholders; and prepares and makes presentations.
8. Oversees and conducts performance evaluations, employee development, hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff, as assigned.
9. Performs other duties of a similar nature and level as assigned

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of risk identification in assigned area of responsibility
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management including fund accounting
- Principles and practices of program planning and administration
- Principles and practices of service delivery models

- Project and contract management principles
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective written reports, oral presentations, and public speaking
- Applicable federal, state, and local laws, codes, regulations, and standards
- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Plan and manage risk management services and programs
- Identify strategic objectives, ensuring ongoing compliance, and measuring performance
- Manage budgets and allocating resources to achieve strategic objectives
- Interpret, monitor, and report financial information and statistics
- Monitor and direct procurement activities for risk management
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Review research and implementing industry trends, solutions, and best practices
- Oversee the preparation of original reports, content, documents, and presentations
- Make presentations to stakeholders, elected officials, and County leadership
- Develop and implementing policies and procedures
- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work

- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Two (2) years as a Risk Manager, Senior or its equivalent with the County of Orange.

Or

Six (6) years of risk programs management experience related to assignment; must include two (2) years of supervisory experience.

A Bachelor's degree in occupational health, safety engineering, insurance/risk management, business administration, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in occupational health, safety engineering, insurance/risk management, business administration, or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult

situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



DEPUTY COUNTY SURVEYOR

Bargaining Unit: MA Administrative Management

Class Code:
8353MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the first in a two-level **Surveying Management Series** responsible for supervising a unit involved in surveying, as well as managing operations such as (but not limited to) map-checking, addressing, street naming, mapping, and record-keeping. Work includes reviewing and approving surveying documents such as subdivision maps, Records of Survey, legal descriptions, lot line adjustments, and other records; coordinating map checking and survey field services with other programs/County agencies; advising and mentoring staff; and assisting public and private engineers.

The Surveying Management Series includes the following:

Deputy County Surveyor (8353MA)

County Surveyor (8354MA)

CLASS CHARACTERISTICS:

An incumbent may supervise multiple staff engaged in non-management mapping and surveying work, provide training and work review for same level management staff, or supervise one management level staff assigned to help support and coordinate the program and/or work unit. Decision-making includes providing input into management objectives and selecting the method to address a problem or issue, subject to the constraints established by management objectives and direction.

As assigned, an incumbent supervises non-management level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Administers surveying programs and projects related to map checking and right of way mapping, including reviewing and approving maps and surveying documents, such as subdivision maps, Records of Survey, legal descriptions, lot line adjustment, corner records, and other materials; coordinating and performing property addressing and street naming operations; and coordinating real property mapping and record keeping operations.

2. Assists with the overall operational management of the surveying work unit; administers program/project budget and procurement activities; identifies business processes and opportunities for continuous improvement; drafts operational policies and procedures; and measures and analyzes performance indicators.
3. Coordinates with and responds to inquiries from vendors, the general public, County staff, and/or external agencies; provides assistance to public and private engineers; troubleshoots surveying program or project operational issues; and facilitates and/or attends meetings.
4. Researches and develops original reports, materials, and other documents; reviews materials prepared by others; and makes presentations, as assigned.
5. As assigned, serves as a lead worker, supervises surveying operational activities performed by staff, volunteers, and/or contractors including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
6. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of surveying related to map checking and right of way mapping
- Principles and practices of boundary analysis and topographic mapping
- Principles and practices related to reviewing and interpreting title documents and legal descriptions
- Principles and practices of mapping, including drafting concepts and mapping standards
- Applicable federal, state, and local laws, codes, regulations, and standards
- Principles and practices of project and program administration
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations and written reports
- Principles and practices of modern project management, budget administration and procurement
- Managerial principles, practices, and techniques, including employee development, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of conflict resolution and negotiation strategies
- Best practices, trends, and emerging technologies

- Principles and practices of service delivery models
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Effectively administer survey programs and activities related to map checking and right of way mapping
- Coordinate and performing boundary analysis
- Review and interpret title documents, legal descriptions, and other materials
- Interpret and apply applicable laws, codes, regulations, and standards
- Program and project administration
- Prioritize multiple competing work priorities and meeting deadlines
- Research and analyze data, formulating issues, and articulating recommendations
- Monitor and interpret operational data, regulatory, and financial information and statistics
- Administer budgets and procurement processes, which may include negotiating contracts
- Develop and prepare reports and presentations
- Recommend and implement policies and procedures
- Resolve conflict and facilitate consensus
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands and assigning/monitoring work, as assigned
- Provide customer service
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Five (5) years of survey and geo-mapping management experience related to assignment; must include one (1) years of supervisory experience.

A Bachelor's degree in Civil Engineering, Land Surveying, GIS, Geomatics, Construction Management, Business Management or directly related surveying field may substitute for one (1) year of the required experience.

A Master's degree or higher in Civil Engineering, Land Surveying, GIS, Geomatics, Construction Management, Business Management or directly related surveying field may substitute for two (2) years of the required experience.

License/Certification

Some position assignments may require one or more of the following licenses or certifications by date of appointment:

- A valid California Professional Land Surveyor's License
- A valid certificate of registration as a Civil Engineer authorized to practice Land Surveying issued by the California State Board of Registration for Civil and Professional Engineers
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.

May be required to function in one or more of the following: uneven terrain, construction sites, inclement weather, heavily populated clinic or program settings with ill or highly emotional clientele.



COUNTY SURVEYOR

Bargaining Unit: MA Administrative Management

Class Code:
8354MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the second in a two-level **Surveying Management Series** responsible for overseeing and directing the state-mandated surveying program for the County, as well as overseeing land surveying and GIS mapping services.

The Surveying Management series includes the following:

Deputy County Surveyor (8353MA)

County Surveyor (8354MA)

CLASS CHARACTERISTICS:

An incumbent has significant budget responsibility, serves as a second level or higher supervisor over land surveying program, and has middle management level responsibilities that include making broad policy decisions and recommendations to the department head or County executive team. Work includes making interpretive decisions on behalf of the organization regarding the means for executing the goals established by the relevant executives and governing body subject to constraints imposed by available technology and resources. Such interpretive decisions provide context for the work to be accomplished by subordinates supervised within the units managed. An incumbent typically reports to a Deputy Agency Director or Agency Director.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Develops, implements, and evaluates land surveying and GIS mapping services, programs, large-scale projects, and operations; plans and evaluates department procedures, policies, strategies and goals; maintains, updates, and ensures regulatory and procedural compliance for programs and projects; and plans and implements process improvements.

2. Develops, administers, and oversees large budgets; oversees procurement activities for the surveying department; reviews and approves budget requests and transactions; researches and analyzes financial information; makes resource allocation decisions and recommendations; and ensures adherence to budgetary and other applicable requirements, policies, and procedures.
3. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains land surveying documents, reports, records, plans, contracts, and other documents; coordinates the research and analysis of department-wide policy and related information; and makes recommendations to higher-level staff.
4. Coordinates with County engineering, public works, and other officials and staff, the public, departments, and/or external agencies; monitors surveying operations; develops internal and external partnerships; responds to escalated complaints and operational issues; and manages ongoing program operations and processes.
5. Oversees and conducts performance evaluations, employee development, and hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff, as assigned.
6. Convenes, facilitates, and/or attends meetings, briefings, and presentations with internal departments, commissions, Boards, and/or other external stakeholders; and prepares and makes presentations.
7. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of public administration
- Principles and practices of land surveying and GIS mapping services, computer mapping program, public works design, flood control and construction
- Principles and practices of Boundary Analysis and Resolution
- Principles and practices of strategic planning
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management including fund accounting
- Principles and practices of program planning and administration
- Principles and practices of service delivery models
- Principles and practices of group facilitation and building consensus
- Project and contract management principles
- Best practices, trends and emerging technologies

- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state and local laws, codes, regulations (based on assignment)
- Supervisory principles, practices and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Plan and manage the County's land surveying and GIS mapping services and programs
- Develop department strategic plans, goals, and objectives
- Identify strategic objectives, ensuring ongoing compliance, and measuring performance
- Manage budgets and allocate resources to achieve strategic objectives
- Interpret, monitor, and report financial information and statistics
- Monitor and direct procurement activities for the surveying department
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Review research and implement industry trends, solutions, and best practices
- Author and oversee the preparation of original reports, content, documents, and presentations
- Make presentations to stakeholders, elected officials, and County leadership
- Develop and implement policies and procedures
- Facilitate group discussions and build consensus use persuasive reasoning
- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership

- Interpret and apply applicable laws, codes, regulations, and standards
- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Provide customer service and resolving escalated issues
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Deputy County Surveyor or its equivalent with the County of Orange.

Or

Six (6) years of land surveying and geo-mapping management experience related to assignment; must include two (2) years of supervisory experience.

A Bachelor's degree in Civil Engineering, Land Surveying, GIS, Geomatics, Construction Management, Business Management or directly related surveying field may substitute for one (1) year of the required experience.

A Master's degree or higher in Civil Engineering, Land Surveying, GIS, Geomatics, Construction Management, Business Management or directly related surveying field of study may substitute for two (2) years of the required experience.

License/Certification

Some position assignments may require one or more of the following licenses or certifications by date of appointment:

- A valid Professional Land Surveyor's License issued by the California State Board of Registration for Civil and Professional Engineers
- A valid certificate of registration as a Civil Engineer authorized to practice Land Surveying issued by the California State Board of Registration for Civil and Professional Engineers
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.

May be required to function in one or more of the following: uneven terrain, construction sites, inclement weather, heavily populated clinic or program settings with ill or highly emotional clientele.



TECHNOLOGY SERVICES ADMINISTRATOR

Bargaining Unit: MA Administrative Management

Class Code:
8356MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the first in a five-level **Technology Services Management Series** devoted to performing advanced journey-level business analysis, functional analysis, and project management in one or more of the following areas: geographic information system (GIS) development and implementation; assigned enterprise resource planning (ERP) system and related system and security management; information technology communication; business analysis, process improvement, and relationship management; network, infrastructure, database, and VoIP management; and user support and training services.

The Technology Services Management series includes the following:

Technology Services Administrator (8356MA)

Technology Services Manager (8357MA)

Technology Services Manager, Senior (8358MA)

Technology Services Assistant Deputy Director (8359MA)

Technology Services Deputy Director (8360MA)

CLASS CHARACTERISTICS:

An incumbent performs advanced journey-level analytical work and/or program administration, which includes performing the most complex individual contributor work assignments or supervision of a smaller program/function. Incumbents may supervise multiple staff engaged in non-management work, provide training and work review for same level management staff, or supervise one management level staff assigned to help support and coordinate the program and/or work unit. Decision-making includes providing input into management objectives and selecting the method to address a problem or issue, subject to the constraints established by management objectives and direction.

As assigned, an incumbent may serve as a lead worker, assigning work and monitoring work completion; or supervise staff, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Researches and analyzes information related to technology program and project operations, policies, business processes, and strategies; develops data collection, extraction, and reporting processes; and uses technical and analytical expertise to develop findings, resolve complex technical issues, and provide recommendations to higher-level staff.
2. Administers smaller, less complex programs, or specific functional areas of large complex technology programs related, but not limited, to geographic information system development and implementation; assigned enterprise resource planning system (ERP); information technology communication; business analysis, process improvement, and relationship management; network, infrastructure, database, and VoIP management; and user support and training services.
3. Manages department, or ad-hoc technology projects in area of assignment; develops project plans, schedules, and budgets; monitors project team operations; coordinates with vendors; mitigates project risks; and ensures compliance with applicable project budgetary and contractual requirements, policies, and procedures.
4. As assigned, supervises operational activities related, but not limited, to troubleshooting, user support, and system maintenance activities performed by staff; assists with overall operational management of a work unit including the identification of business processes and opportunities for continuous improvement, drafting of operational policies and procedures, and measurement and analysis of performance indicators.
5. Responds to inquiries, requests, and/or complaints from and provides training and support to end users, vendors, the general public, County staff, and/or external agencies; serves as a technical subject matter expert and troubleshoots complex operational issues; and facilitates and/or attends meetings.
6. Researches, develops, and reviews original technology, fiscal, and statistical reports, training and communication materials, maps, contracts, scope of work documents, bid proposals, risk management, quality assurance, and program operation plans, newsletters, user manuals, licenses, and other documents; updates intranet and websites; and makes presentations, as assigned.
7. As assigned, serves as a lead worker, or supervises staff, volunteers, and/or contractors, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of geographic information system development and implementation, including geographic information systems (GIS) mapping, application development, and global positioning systems (GPS)
- Principles and practices of enterprise resource planning system (ERP) and related system and security management, including ERP system backend processes, implementation methodology, software development cycles, and assigned department functions

- Principles and practices of information technology communication, including marketing and graphic design principles.
- Principles and practices of business analysis, process improvement, and relationship management
- Principles and practices of network, infrastructure, and VoIP management
- Principles and practices of analyzing and supporting Service Desk workflow systems
- Principles and practices of database administration, including data management, spatial and data analysis, database design, integration techniques, mapping/infographics, SQL and Oracle server administration and architecture, software development lifecycle, and procedural and object-oriented programming
- Principles and practices of user support and training services
- Principles and practices of technology project management, including project risk management and mitigation strategies
- Principles and practices of backup and recovery
- Principles and practices of product management
- Principles and practices of quality assurance
- Principles and practices of project and program administration
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations and written reports
- Principles and practices of modern budget administration and procurement
- Supervisory principles, practices, and techniques, including employee development, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Applicable federal, state, and local laws, codes, and regulations
- Principles and practices of service delivery models
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Administer technology services, programs, and activities related to geographic information system development and implementation; assigned enterprise resource planning system (ERP) and related system and security management; information technology communication; business analysis, process improvement, and relationship management; network, infrastructure, database, and VoIP management; and user support and training services
- Manage projects in area of information technology, including manage and mitigate project risks
- Develop and implement backup and recovery processes and plans
- Plan and implement technology solutions and, as assigned, serve as a technical product manager
- Prioritize multiple compete work priorities and meeting deadlines
- Research and analyze data, formulate issues, and articulate recommendations
- Monitor and interpret operational data, regulatory and financial information, and statistics
- Administer budgets and procurement processes, which may include negotiating contracts
- Develop and prepare reports and presentations
- Recommend and implement policies and procedures
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands and assigning/monitoring work, as assigned
- Interpret and apply applicable laws, codes, regulations, and standards
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Four (4) years of professional information technology programs and project operations experience related to assignment.

A Bachelor's degree in computer science, information technology, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in computer science, information technology, or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



TECHNOLOGY SERVICES MANAGER

Bargaining Unit: MA Administrative Management

Class Code:
8357MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the second level in a five-level **Technology Services Management Series** responsible for supervising a small information technology unit within a department or central IT function, or serving as a subject matter expert in one or more of the following areas including IT project/program management; IT/Business relationships; cybersecurity and cyber resilience; software development; information systems management; enterprise resource planning (ERP) systems management (including HR, payroll, accounting, property tax, financial, and purchasing systems management); business continuity and recovery planning and management; server and storage management; and VoIP and data management.

The Technology Services Management series includes the following:

Technology Services Administrator (8356MA)

Technology Services Manager (8357MA)

Technology Services Manager, Senior (8358MA)

Technology Services Assistant Deputy Director (8359MA)

Technology Services Deputy Director (8360MA)

CLASS CHARACTERISTICS:

An incumbent serves as designated subject matter expert where the preponderance of work is focused on complex advanced analytical work. Incumbents may supervise regular non-exempt staff, contract, interns, or temporary staff; provide training and review the work of same level management staff; or supervise one management level staff assigned to help support and coordinate the program and/or work unit. Decision-making includes providing input into management objectives and selecting the method to address a problem or issue, subject to the constraints established by management objectives and direction. An individual contributor who is a designated subject matter expert and who serves as a manager of a Countywide enterprise or highly technical and specialized function, without direct supervisory responsibilities may be assigned to this level.

As assigned, an incumbent may serve as a lead worker, assigning work and monitoring work completion; or supervise staff including conducting performance evaluations, coordinating training, and implementing hiring, and discipline and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Plans, coordinates, and evaluates technology services programs related, but not limited, to cybersecurity and cyber resilience; software development; information systems management; enterprise resource planning (ERP) systems management (including HR, payroll, accounting, property tax, financial, and purchasing systems management); business continuity and recovery planning and management; server and storage management; and VoIP and data management.
2. Based on assignment, manages information technology operations and/or performs complex advanced analytical work, including overseeing security approval and risk management framework processes; conducting security risk assessments; planning, designing, and managing network infrastructure; overseeing application software development; coordinating incident management and reporting; utilizing advanced data techniques; building and managing a database warehouse and formulating database solutions; planning, configuring, and performing lifecycle management for multiple servers and storage systems; evaluating business processes and needs; and maintaining information, including ERP, systems by creating, testing, and/or implementing new business processes, system functionality, software implementation, and/or software upgrades.
3. Manages department, enterprise-level, or ad-hoc information technology projects in area of assignment; develops project plans, schedules, and budgets; monitors project team operations; coordinates with vendors; mitigates project risks; and ensures compliance with applicable project budgetary and contractual requirements, policies, and procedures.
4. Manages IT department relationships with County agencies/departments and is responsible for overall customer well-being, continuously improving IT services, understanding agency/department business needs, proactively addressing IT issues, and serving as a liaison and escalation point between the business and IT organizations; works with agencies/departments to ensure that information and technology are consistent with the business strategy/vision, helps define IT strategic plans, and facilitates IT's response to customer business objectives; supports IT fiscal planning and forecasting with agencies/departments and assists with IT service valuation.
5. Prepares and administers ongoing daily operations to comply with strategic goals and preferred outcomes; researches new developments and trends in assigned field; manages program planning and resource deployment; and ensures compliance with all policies, procedures, and quality and performance standards.
6. Researches, analyzes, develops, and reviews original reports, training materials, policy and procedure documents, contracts, plans, presentations, and other documents; and develops and makes recommendations to higher-level staff.
7. Establishes internal and external partnerships; oversees training operations for technology end users; coordinates with County staff, vendors, auditors, the general public, and/or external agencies; and convenes, facilitates, and/or attends meetings.

8. Manages procurement and budget for assigned program(s); monitors and approves inventory and procurement processes; prepares and reviews budget requests; researches and reviews funding opportunities; collects and analyzes financial information; and makes budgetary and financial recommendations to higher-level staff.
9. Ensures a healthy and safe work environment; and ensures compliance with applicable regulations, policies, and procedures.
10. Supervises professional, paraprofessional, and support level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
11. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of cybersecurity, including networking concepts, cybersecurity framework, information technology controls, and security practices
- Principles and practices of network management in assigned area of County function
- Principles and practices of data information architecture, including enterprise architecture standards, data warehouse and business intelligence systems, data warehouse concepts, tools, and technologies, and relational database development and management
- Principles and practices of planning and maintaining multiple physical and virtual servers and large information storage systems
- Principles and practices of maintaining Surveillance and Access Control systems
- Principles and practices of VoIP and data management
- Principles and practices of enterprise resource planning systems, including ERP implementation methodology, lifecycle process development, system business area, backend system processes, and applicable software application development and maintenance
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management
- Principles and practices of technology program planning and administration
- Principles and practices of service delivery models
- Principles and practices of IT project and program management
- Principles and practices of IT/Business relationship management

- Principles and practices of contract management
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Applicable federal, state and local laws, codes, and regulations
- Supervisory principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Manage and implement technology services programs or projects in information technology areas, related, but not limited, to cybersecurity and cyber resilience; software development; information systems management; enterprise resource planning (ERP) systems management (including HR, payroll, accounting, property tax, financial, and purchasing systems management); business continuity and recovery planning and management; server and storage management; and VoIP and data management
- Oversee adherence to quality assurance and standards
- Interpret, monitor, and report financial information and statistics
- Compile and analyze data, formulate issues, and articulate recommendations
- Prepare original reports, content, documents, and presentations
- Recommend, develop, and implement policies and procedures
- Exercise political acumen, tact, and diplomacy
- Interpret and apply applicable laws, codes, regulations, and standards
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year as a Technology Services Administrator or its equivalent with the County of Orange.

Or

Five (5) years of professional information technology programs and project operations experience related to assignment; must include one (1) year of lead/supervisory experience.

A Bachelor's degree in computer science, information technology, or related field may substitute for one (1) years of the required experience.

A Master's degree or higher in computer science, information technology, or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



TECHNOLOGY SERVICES MANAGER, SENIOR

Bargaining Unit: MA Administrative Management

Class Code:
8358MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the third in a five-level **Technology Services Management Series** responsible for managing an information technology unit or serving in a highly complex individual contributor, technology subject matter expert role with enterprise or system-wide responsibilities and impacts.

The Technology Services Management series includes the following:

Technology Services Administrator (8356MA)

Technology Services Manager (8357MA)

Technology Services Manager, Senior (8358MA)

Technology Services Assistant Deputy Director (8359MA)

Technology Services Deputy Director (8360MA)

CLASS CHARACTERISTICS:

Incumbents manage an information technology unit or serve in a complex individual contributor, technology subject matter expert role with enterprise or system-wide responsibilities and impacts. As assigned, incumbents may exercise first-level (direct) supervision to multiple management level employees, indirect supervision to additional management and/or non-management level employees, and have responsibility for significant budget/funding levels. Decision-making includes establishing work unit objectives and goals, exercising considerable discretion in selecting the method to address a problem or issue, and fostering collaboration among and between the work units supervised as well with work units under the direction of others.

An incumbent supervises management or exempt staff and non-management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Provides operational and technical management and direction to information technology (IT) staff including, but not limited, to one or more of the following areas: IT operations; IT enterprise security management; GIS operations; database management; application development and support; service desk and end user support management; information, including enterprise resource planning, system management; operating system management; network architecture planning and design; network engineering; network infrastructure and telecommunications management; cloud services management; business analysis; and system migration management.
2. Oversees information technology programs for enterprise IT or County functions, including public safety, auditor-controller's office, district attorney's office, social services, airport, human resources, and payroll departments; researches trends, industry best practices, legislation information, and IT solutions; develops, evaluates, and implements technology programs and services; updates department policies and procedures; plans and implements process improvements; makes recommendations; and serves as a technical subject matter expert to internal and external staff.
3. Oversees enterprise-level, new technology initiative projects or other ad-hoc projects; as assigned, serves as a project manager and/or allocates staff assignments; monitors staff and vendor operations; oversees the preparation and implementation of project plans; identifies and mitigates project risks; and ensures compliance with project budgetary and schedule requirements.
4. Troubleshoots and resolves program or work unit issues; keeps higher-level management informed of issues/resolution; and ensures compliance with applicable laws, contracts, policies, procedures, and standards.
5. Develops and administers work unit budgets and procurement processes; reviews and approves budget requests and transactions; negotiates and manages contracts; researches and analyzes financial information; makes resource allocation recommendations; and implements resource allocation decisions.
6. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains project and program reports, records, plans, contracts, training and reference materials, notifications, request for proposals, and other documents; oversees the research and analysis of policy and related information; and makes recommendations to higher-level staff.
7. Coordinates with vendors, the general public, end users, contractors, County staff and officials, and/or external agencies; convenes, facilitates, and attends meetings; as assigned, attends hearings, arbitrations, and mediations; and prepares and makes presentations to the public, elected officials, appointment boards, and other stakeholders.
8. Supervises and/or leads management, professional, paraprofessional, and support staff, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
9. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of technology areas related, but not limited, to IT operations management
- Principles and practices of IT enterprise security management, including e-discovery, cybersecurity, and cloud security management
- Principles and practices of GIS operations
- Principles and practices of database management, including, relational database development and management, and techniques of developing report/data warehouse structures, testing, and issue resolution
- Principles and practices of application development and support
- Principles and practices of service desk and end user support management
- Principles and practices of operations system and information, including enterprise resource planning, system management
- Principles and practices of network architecture planning and design
- Principles and practices of network engineering, network infrastructure, and telecommunications management
- Principles and practices of cloud services management, including usage and implementation of cloud-based architecture
- Principles and practices of business analysis
- Principles and practices of IT project management
- Principles and practices of the software development life cycle and methodology
- Principles and practices of system migration management
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management
- Principles and practices of technology program planning and administration
- Principles and practices of computer programming
- Principles and practices of business processes related to assigned departments, including public safety, auditor-controller's office, district attorney's office, social services, public defender, airport, human resources, and payroll departments Principles and practices of service delivery models

- Principles and practices of strategic planning and performance measurement
- Principles and practices of modern procurement, and contract negotiation and administration
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Principles of disaster recovery plans and implementation
- Applicable federal, state, and local laws, codes, and regulations
- Supervisory principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Manage the operations of assigned technology services and programs related, but not limited, to IT operations; IT enterprise security management; GIS operations; database management; application development and support; service desk and end user support management; information, including enterprise resource planning, system management; operating system management; network architecture planning and design; network engineering; network infrastructure and telecommunications management; cloud services management; business analysis; and system migration management
- Ensure ongoing compliance with strategic objectives and measuring performance; and participating in the development of goals and strategic objectives
- Manage budgets and allocate resources
- Interpret, monitor, and report financial information and statistics
- Monitor and execute procurement activities for assigned work unit; and negotiating and administering contracts
- Manage large-scale complex projects and/or initiatives, enterprise projects, and/or overseeing the management of multiple projects simultaneously
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Research, recommend, and implement industry trends, solutions, and best practices
- Oversee the preparation of original reports, content, documents, and presentations

- Make presentations to stakeholders, elected officials, and County leadership
- Develop and implement policies and procedures
- Facilitate group discussions and build consensus using persuasive reasoning
- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year as a Technology Services Manager or its equivalent with the County of Orange.

Or

Five (5) years of professional information technology programs and project operations experience related to assignment; must include two (2) years of lead/supervisory experience.

A Bachelor's degree in computer science, information technology, or related field may substitute for one (1) years of the required experience.

A Master's degree or higher in computer science, information technology, or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



TECHNOLOGY SERVICES ASSISTANT DEPUTY DIRECTOR

Bargaining Unit: MA Administrative Management

Class Code:
8359MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the fourth in a five-level **Technology Services Management Series** responsible for managing a broad Countywide information technology division, assisting with managing an information technology function for a large department, or serving as the highest-level technical manager of an enterprise resource planning (ERP) system.

The Technology Services Management series includes the following:

Technology Services Administrator (8356MA)

Technology Services Manager (8357MA)

Technology Services Manager, Senior (8358MA)

Technology Services Assistant Deputy Director (8359MA)

Technology Services Deputy Director (8360MA)

CLASS CHARACTERISTICS:

Incumbents provide direct supervision to multiple management level employees, indirect supervision to additional management and/or non-management level employees, and have responsibility for significant budget/funding levels. Decision-making includes establishing work unit objectives and goals, exercising considerable discretion in selecting the method to address a problem or issue, and fostering collaboration among and between the work units supervised as well as work units under the direction of others.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Oversees the management of and provides operational and technical management and direction to information technology (IT) staff including, but not limited, to one or more of the following areas: software/database planning, design, development, analysis, implementation, and maintenance; product management; IT security management; network infrastructure design and management; program management office administration; information system planning and management, including enterprise resource planning (ERP) system design and management (e.g. property tax and treasury, HR, and financial systems); business analysis; IT project/program management, IT/business relationship management, and application and website development and support.
2. Prioritizes multiple projects; as assigned, serves a project manager on large, complex, enterprise projects; negotiates and manages vendor contracts; manages project scope, risks, issues, resources, tasks, schedules, and stakeholder expectations; plans and implements risk mitigation strategies; identifies project funding sources; prepares and manages project budgets; and ensures compliance with contractual, budgetary, and other project requirements and standards.
3. Develops, implements, and evaluates multiple technology programs and projects for assigned IT function to ensure compliance with applicable legislations, strategies, and performance goals; oversees work system and process improvements and updates; maintains and updates procedures, and ensures compliance; researches trends and best practices; and plans and implements changes.
4. Provides consultation on escalated and complex IT program or work unit issues and complaints, and keeps higher-level management informed of issues/resolution.
5. Develops and administers budgets and procurement processes for the assigned IT function; reviews and approves budget requests and transactions; researches and analyzes financial information; makes resource allocation recommendations; and implements resource allocation decisions.
6. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains program, project, and other operation reports, scope of work documents, records, plans, contracts, and other documents; oversees the creation and maintenance of dashboards; oversees the research and analysis of department policy and related information; and makes recommendations to the Deputy Director or County executive team.
7. Coordinates with the general public, County technology, legal, and other department staff, and/or external agencies; oversees training and end user support operations; convenes, facilitates and/or attends meetings; and prepares and makes presentations to the public, elected officials, boards, and other stakeholders.
8. Oversees and conducts performance evaluations, employee development, and hiring, discipline, and termination procedures as well as directly supervises technology senior management, professional, paraprofessional, and support staff, as assigned.
9. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of information technology management and program administration, including IT strategic planning
- Principles and practices of software/database planning, design, development, analysis, implementation, and maintenance, including software development lifecycle concepts and applicable development methodologies
- Principles and practices of product management
- Principles and practices of IT security management
- Principles and practices of network infrastructure design and management
- Principles and practices of administering program management office operations
- Principles and practices of information system planning and management
- Principles and practices of server and storage infrastructure lifecycle and program management
- Principles and practices of enterprise access control and surveillance infrastructure lifecycle and program management
- Principles and practices of Service Desk workflow systems, program management, and trending performance data
- Principles and practices of enterprise resource planning (ERP) system design and management (e.g. property tax and treasury, HR, and financial systems), and assigned department functions
- Principles and practices of business analysis
- Principles and practices of client-server and web- and cloud-based technologies
- Principles and practices of application and website development and support, including application design, coding, and testing processes and operations
- Principles and practices of program and project management methodologies and best practices, including traditional and Agile program/project management practices
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management
- Principles and practices of information technology program planning and administration
- Service delivery principles and practices

- Principles and practices of IT project/program management
- Principles and practices of IT/business relationship management
- Principles and practices of strategic planning and performance measurement
- Principles and practices of modern procurement and contract negotiation and administration
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Principles of disaster recovery plans and implementation
- Applicable federal, state and local laws, codes, regulations, and standards
- Principles of case confidentiality
- Online administration of subscriptions for legal research
- Supervisory principles, practices and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Manage the operations of one or more of the following information technology department functions, related (but not limited) to software/database planning, design, development, analysis, implementation, and maintenance; product management; IT security management; network infrastructure design and management; program management office administration; information system planning and management, including enterprise resource planning (ERP) system design and management (e.g. property tax and treasury, HR, and financial systems); business analysis; IT project/program management, IT/business relationship management, and application and website development and support
- Ensure ongoing compliance with strategic objectives and measuring performance; participating in the development of goals and strategic objectives
- Develop and manage budgets and allocating resources
- Interpret, monitor, and report financial information and statistics
- Monitor and execute procurement activities for assigned work unit, and negotiating and administering contracts

- Manage large-scale complex projects and/or initiatives, enterprise projects, and/or oversee the management of multiple projects simultaneously
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Research, recommend, and implement industry trends, solutions, and best practices
- Oversee the preparation of original reports, content, documents, and presentations
- Make presentations to stakeholders, elected officials, and County leadership
- Develop and implement department policies and procedures
- Exercise political acumen, tact and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Provide Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year as a Technology Services Manager, Senior or its equivalent with the County of Orange.

Or

Five (5) years of information technology programs and project operations management experience related to assignment; must include one (1) year of supervisory experience.

A Bachelor's degree in computer science, information technology, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in computer science, information technology, or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



TECHNOLOGY SERVICES DEPUTY DIRECTOR

Bargaining Unit: MA Administrative Management

Class Code:
8360MA

COUNTY OF ORANGE

Established Date: 03/10/2023

DEFINITION:

This class is the fifth in a five-level **Technology Services Management Series** responsible for managing a broad Countywide information technology function as part of the County's enterprise IT operation or serving as the top information technology manager within a large County function, such as public safety/law enforcement, healthcare, social services, accounting, and finance.

The Technology Services Management series includes the following:

Technology Services Administrator (8356MA)

Technology Services Manager (8357MA)

Technology Services Manager, Senior (8358MA)

Technology Services Assistant Deputy Director (8359MA)

Technology Services Deputy Director (8360MA)

CLASS CHARACTERISTICS:

An incumbent serves as a second level or higher supervisor and has middle management level responsibilities that include making broad policy decisions and recommendations to the department head or County executive team. Work includes making interpretive decisions on behalf of the organization regarding the means for executing the goals established by the relevant executives and governing body subject to constraints imposed by available technology and resources. Such interpretive decisions provide context for the work to be accomplished by subordinates supervised within the units managed. An incumbent typically reports to the Department Head.

An incumbent oversees the supervision of management and/or non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Develops, implements, and evaluates technology services, programs, initiatives, large-scale projects, and operations for one or multiple technology units performing the following functions: server and storage management; network infrastructure and voice over Internet Protocol (VoIP) design and management; surveillance system management; service desk management and end user support and training; business relationship management; business analysis; stakeholder communication; enterprise resource planning system design and management; communications system planning and maintenance; information security management and risk management; business continuity planning and disaster recovery; and database design and management.
2. As assigned, oversees technology services for County functions, including services to various County agencies/departments, accounting, and finance; plans and evaluates system-wide procedures, policies, strategies, and goals; maintains, updates, and ensures procedural compliance for programs and projects; and plans and implements process improvements.
3. Develops, administers, and oversees budgets; oversees procurement activities; reviews and approves budget requests and transactions; identifies funding opportunities; researches and analyzes financial information; makes resource allocation decisions and recommendations; and ensures adherence to budgetary and other applicable requirements, policies, and procedures.
4. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains program, project, and operations reports, records, plans, grant documents, request for proposals, contracts, and other documents; coordinates the research and analysis of department-wide policy and related information; and makes recommendations to higher-level staff.
5. Coordinates with County officials and staff, vendors, the public, departments, and/or external agencies; oversees training and end user support activities; develops internal and external partnerships; responds to escalated complaints and operational issues; and manages ongoing program operations and processes.
6. Convenes, facilitates, and/or attends meetings, briefings, and presentations with internal departments, commissions, Boards, tenants, law enforcement, emergency services, security, and/or other external stakeholders; and prepares and makes presentations.
7. Oversees and conducts performance evaluations, employee development, and hiring, discipline, and termination procedures as well as directly supervises technology operations managers, and lower-level technology management, professional, paraprofessional, and support staff, as assigned.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of information technology areas such as (but not limited to) server and storage management; network infrastructure and voice over Internet Protocol (VoIP) design and management; surveillance system management; service desk management and end user support and training; IT/business relationship management; IT project/program management; business analysis; stakeholder communication; enterprise resource planning system design and management; communications system planning and maintenance; information security management and risk management; business continuity planning and disaster recovery; and database design and management
- Principles and practices of technology administration
- Principles and practices of server technologies, virtual server environments, storage area networks, operating systems, clustering, and disaster recovery based on business continuity requirements
- Principles and practices of networking, enterprise wireless, and VoIP solutions
- Principles and practices of data science principles, data analytics, business intelligence, and data management
- Principles and practices of traditional and Agile project management methodologies
- Principles and practices of information security management, including cybersecurity frameworks, and security best practices
- Principles and practices of assigned County functions related, but not limited, to public safety, healthcare, accounting, finance, and social services
- Principles and practices of application development and support
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management including fund accounting
- Principles and practices of program planning and administration
- Principles and practices of service delivery models
- Principles and practices of server and storage infrastructure lifecycle and program management
- Principles and practices of enterprise access control and surveillance infrastructure lifecycle and program management
- Principles and practices of Service Desk workflow systems, program management, and trending performance data

- Principles and practices of IT project and program management
- Principles of contract management
- Principles and practices of IT/business relationship management
- Principles and practices of change management
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Principles of disaster recovery plans and implementation
- Applicable federal, state and local laws, codes, regulations
- Principles of case confidentiality
- On-line administration of subscriptions for legal research
- Supervisory principles, practices and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Plan and manage technology services and programs related (but not limited) to server and storage management; network infrastructure and voice over Internet Protocol (VoIP) design and management; surveillance system management; service desk management and end user support and training; business relationship management; business analysis; stakeholder communication; enterprise resource planning system design and management; communications system planning and maintenance; information security management and risk management; business continuity planning and disaster recovery; and database design and management
- Identify strategic objectives, ensure ongoing compliance and measure performance
- Manage budgets and allocate resources to achieve strategic objectives
- Interpret, monitor, and report financial information and statistics
- Monitor and direct procurement activities for assigned technology services division
- Oversee the implementation of, and adherence to, quality assurance activities and standards

- Review research and implement industry trends, solutions, and best practices
- Oversee the preparation of original reports, content, documents, and presentations
- Make presentations to stakeholders, elected officials, and County leadership
- Develop and implement policies and procedures
- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year as a Technology Services Assistant Deputy Director or its equivalent with the County of Orange.

Or

Six (6) years of information technology programs and project operations management experience related to assignment; must include two (2) years of supervisory experience.

A Bachelor's degree in computer science, information technology, or related field may substitute for one (1) year of the required experience.

A Master's degree or higher in computer science, information technology, or related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.