

ASSOCIATE EAWS DIVISION MANAGER FOR OPERATIONS

DEFINITION

Under general supervision of the Economic Assistance and Work Services (EAWS) Division Manager, manages the operational units making eligibility determinations and benefit distributions; develop and communicates operational priorities within and outside the department; provide information and analyses to legislative (County Board) and executive committees; participate in EAWS planning, policy and budget development; and perform related duties as required.

EXAMPLES OF DUTIES

Determine state and federal requirements for program operations in eligibility and issuance areas through review of contracts, state policies and procedures, communications with state staff.

Develop systems to assure that requirements are communicated through supervisors to staff on a timely and accurate basis.

Assign workload and staff to units to assure consistency and quality of services provided. Adjust assignments as needed and manage mandated changes in resource and workload levels.

Develop and implement feedback mechanisms to assure ongoing assessment of unit operations and assist in developing corrective mechanisms where needed.

Manage process for staff and supervisor participation in state level policy and procedural workgroups to provide realistic input into emerging initiatives.

Coordinate operations of county units with staff and implementation requirements of programs of collaborating agencies.

Implement continuous improvement processes within operational and related units to assure customer focused service delivery of consistently high caliber.

Assist in the recruitment and selection of staff for operations units including both line and supervisory personnel including effectively recommending hiring and promotions.

Implement approved performance standards for supervisors using appropriate coaching and as necessary effectively recommending progressive disciplinary procedures.

Assist unit supervisors to administer the union contract and implement approved performance standards through support, coaching, additional training, and consultation with Employee Relations expertise as needed.

Implement county and departmental affirmative action policies to assure broadly representative workforce.

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Participate in development and revision of the division mission and broad statements of policy and direction and transmit these to operations staff.

Attain and maintain knowledge of ongoing initiatives in welfare reform and related employment programs and community services.

Provide feedback to team members on operational implications of proposed contracts or other initiatives.

Actively collaborate with contract agencies to assure a "seamless" service delivery within county controlled areas of operation.

Elicit community input and advise on potential systems improvements.

Develop strategic planning goals and focused operational plans to support county wide agenda.

Manage participation of staff in Job Center wide initiatives focused on improving and integrating services to job seekers.

EMPLOYMENT STANDARDS

Experience: Any combination of training and experience equivalent to two years as an Economic Support Supervisor and three years in program management.

Knowledge, Skills and Abilities: Extensive knowledge of federal, state and county economic support programs and welfare reform initiatives; extensive knowledge of modern managerial/supervisory practices and principles; knowledge of microcomputer word and data processing applications; effective verbal and written communication skills; and extensive interpersonal relations abilities.

Special Requirements: None