

SUPPORT SERVICES MANAGER

DEFINITION

Under general direction of the Assistant to the Director of Human Services, will manage the department's physical site planning, development and implementation; oversees a network of site managers for field office site operations; provides coordinative/planning and other staff support services with internal and external entities for the department's facilities projects; performs internal operational analysis and assists in preparation and monitoring of the department's budget; performs related work as required.

EXAMPLES OF DUTIES

Coordinates/plans physical plant siting and implementation, including new facility design and physical plant remodeling and relocation; plans and guides departmental staff moves through timetables and moving procedures, as well as developing moving bid specs and analyzing bids from moving firms bids through the Purchasing Division; as part of the above duties; through the Information Management Division, ensures that all telephone installation and data needs are identified, analyzed and addressed; supervises facility maintenance services performed through private contract and provides liaison with County Facilities Management staff; develops and oversees a network of site managers for site field office operations (includes identifying and assigning specific tasks to site managers and creating a uniform site operations system for the department's 18 regional offices); serves as a member of the department's Security Staff Team; serves as the department's safety coordinator; chairs building operations committees; oversees vendors (linen, janitorial, vending, and security); lead worker for vehicle/fleet operations; supervises contracted security guard services and reviews any security problems for expedited solution through the security guard service or other applicable agency; performs methods and procedures studies, including cost-benefit analyses for improved administrative support processes and equipment; assists in developing and monitoring the department's budget and plan and prepares administrative reports; oversees Americans With Disabilities Act physical plant compliance; prepares and presents verbal and written reports, including those given to legislative and policy-making entities.

EMPLOYMENT STANDARDS

Education and Experience: Any combination of training and experience equivalent to a bachelor's degree in business administration, facilities management, civil engineering, architecture or a related field and three years of experience involving facility site planning, facility design, facility installation coordination and administrative support supervision for a large complex organization. -

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Knowledges and Abilities: Advanced knowledge of facility design and site planning; advanced knowledge of modern office procedures and practices including word processing programs; knowledge of supervisory principles; ability to lead and coordinate the work of others; ability to perform cost-budget analysis; ability to interpret, as well as develop and write, complex policies and procedures; ability to communicate effectively orally and in writing; extensive interpersonal contact ability inclusive of sensitive and confidential areas.

Special Requirements: Possession of or eligibility for a Wisconsin driver's license and access to reliable motor vehicle transportation.

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