

**ORANGE COUNTY
MANAGEMENT CLASS SPECIFICATION**

TITLE: ADMINISTRATIVE OFFICER - SOCIAL SERVICES **GRADE:** 25

TITLE ABBREVIATION: ADM OFFICER/DSS **TITLE NO:** 6319

JURIS CL: C **SALARY CODE:** 03 **EEO CODE:** OA **FLSA CODE:** AD

DEPARTMENT: SOCIAL SERVICES

NATURE OF THE WORK: This position has responsibility for planning, directing and coordinating the administrative and support activities of the Department of Social Services. The Administrative Officer assists the Commissioner and of Social Services and Mental Health and the Deputy Commissioner of Social Services in implementing and controlling administrative policies and procedures and in supervising personnel responsible for carrying out the details of these functions and activities. The incumbent represents the Commissioner and Deputy Commissioner in meetings, conferences, or other activities.

CLASSIFICATION CRITERIA AND DISTINGUISHING CHARACTERISTICS: This is a one-position class allocated to the Competitive jurisdictional classification. The Administrative Officer is responsible for providing direction and supervision to agency functions responsible for support services and personnel administration. The work is performed under the policy direction of the Deputy Commissioner of Social Services and Mental Health through conferences, discussions and submission of reports. The position has wide latitude for the exercise of independent judgment in handling day-to-day problems. Direct supervision is exercised over the work of managers and supervisors in assigned areas and indirect supervision is exercised over support personnel.

TYPICAL DUTIES AND TASKS:

Administers, coordinates and supervises activities within Administrative Support Services:

- monitors the activities of support and operations functions to assure compliance with federal, state and local policies and procedures;
- oversees the department's physical facilities to ensure safety and maintenance;
- oversees the administrative support functions, including the ordering of supplies and equipment, courier services, department call center, duplicating services, procurement policies and records retention;

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Coordinates departmental personnel administration with County Personnel Department:

- oversees effective recruitment program to fill vacancies in compliance with Civil Service Law;
- investigates and gathers factual data on employee grievances and disciplinary matters to ensure adherence to the steps of progressive discipline and resolve issues at the lowest level possible;
- testifies on behalf of the department in arbitrations or unemployment hearings;
- authorizes county payroll, personnel transactions, leave of absence requests, etc. for the department;
- works with County personnel to develop and update position classification for the department;
- oversees departmental adherence to employee performance evaluation system;
- oversees Employee Recognition activities; participates in monthly meetings concerning employee nominations, milestones, or team building exercises;

Oversees the Staff Development program activities, including staff orientation and training:

- oversees departmental adherence to federal and state compliance for employee trainings;
- ensures tracking methods for employee trainings are being maintained;
- prepares reports and information for department audits;
- arranges travel authorization for employees who are required to attend training outside of Orange County;

Represents the department at Legislative meetings and acts as a liaison to Human Resources, Payroll, Risk Management, Budget, and Law in areas of personnel administration;

Performs other duties and special projects as assigned by the Commissioner and/or Deputy Commissioner.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of organization, programs and functions of the Orange County Department of Social Services; thorough knowledge of principles and practices of public administration as applied to the operation of the Department of Social Services; thorough knowledge of effective management techniques; good knowledge of practices and procedures used in program planning, development and implementation; good knowledge of goals and objectives of the county as they relate to delivery of social services; good knowledge of applicable sections of laws, rules and regulations which affect the operation of the department and its major components; good knowledge of Civil Service laws, rules, and labor relations; good knowledge of departmental staffing requirements; good knowledge of effective recruitment techniques; good knowledge of principles and practices of supervision; ability to develop and use computer skills appropriate to the position; ability to manage and administer complex programs; ability to plan, supervise and direct the work of assigned staff; ability to organize and prepare complex oral and written reports; ability to exercise sound judgment in resolving problems; ability to present ideas clearly and effectively both orally and in writing; ability to establish and maintain effective working relationships; initiative; tact; physical condition appropriate to the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree and four (4) years of human resource experience which shall have included responsibilities involving labor relations and recruitment.

REVISED: 08/12/17