

**MAJOR FUNCTION**

This is responsible administrative and supervisory work assisting a department director, division director, or higher-level administrator in a specific area or in a variety of complex administrative matters, requiring a thorough knowledge of the organization's and/or department/division's policies and programs. An employee in a position allocated to this class is responsible for developing and implementing various departmental/divisional policies and programs by analyzing, formulating, and recommending changes or improvements in existing systems. An incumbent may prepare and administer the division or department budget and/or grants. The incumbent supervises operational and technical functions and professional, technical and/or specialized staff employees. Work is performed under limited supervision with considerable latitude for use of independent judgment. The employee acts for the higher-level administrator, as appropriate, regarding matters under the employee's purview. Work is subject to review by a higher-level administrator through reports, conferences, and observations of results attained.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Plans, directs and supervises the work of administrative employees in major functions, such as purchasing, fiscal and statistical recording, human resource management, and personnel transactions. Develops and maintains department or division budget. Develops and implements departmental/divisional policies and programs. Monitors operational efficiency of divisional and departmental programs. Coordinates section or divisional activities and advises on matters of policy and administration. Analyzes and recommends improvements to existing departmental programs and policies. Develops, installs, and maintains management systems, forms, and procedures. Coordinates departmental needs and applications with Information Systems Services. Supervises operational or technical functions, and plans, directs and supervises the work of technical and/or professional staff engaged in the core business of the respective section or division. Supervises or assists in the planning, researching, and developing special projects. Plans, directs, and supervises the work of a technical or clerical staff engaged in general or specialized activities. Makes recommendations or is responsible for hiring, promoting, transferring, or terminating subordinate personnel and conducts employee evaluations. Carries out special assignments given by the department/division director when directed. Represents division or department director in matters as authorized. Represents administrative supervisor in contacts with public officials, other departments, and the public. Approves or denies departmental purchases and leave requests. Performs related work as required.

Police Department - Victim Advocate: Provides a variety of services to crime victims and their families including, but not limited to, immediate on-scene assistance, crisis intervention, death notification, bereavement support, telephone counseling, information, criminal justice support, emergency financial/legal assistance, transportation, assistance with filing for Crime Victim Compensation, and accessing court related services. Makes service referrals to other community organizations and conducts follow-up, as needed. Serves as liaison between the victim and officers of the Tallahassee Police Department. Actively participates on local taskforces and conducts training for departmental personnel and outside organizations. Facilitates the return of property to victims/survivors. Supervises full-time Victim Advocates, interns and volunteers assigned to program. Maintains active membership in community organizations related to job responsibilities

**Other Important Duties**

Provides first-line support to the microcomputer users in the department, as far as answering questions about the system usage. May act for the department or division director in accordance with authorization and delegated authority. Keeps abreast of job specific and general developments that

are related to area of responsibility by attending training, reading, and research. Performs related work as required.

Police Department – Victim Advocate: Recommends the hire, transfer, advancement, discipline, grievance resolution and discharge of unit staff. Conducts performance evaluations and recommends approval or disapproval of merit increases. Performs related work as required.

### **DESIRABLE QUALIFICATIONS**

#### **Knowledge, Abilities and Skills**

Extensive knowledge of rules, regulations, policies, procedures, and functions of the organization or department/division to which assigned. Knowledge of appropriate municipal, state, and federal codes, ordinances, resolutions, and regulations. Considerable knowledge of the principles of management and their application to the administration of municipal and organization affairs. Considerable knowledge of the principles and practices of public and business administration. Extensive knowledge of bookkeeping, purchasing, personnel transactions, budgeting, and statistical analysis and report writing. Considerable knowledge of applicable technical material, research techniques and the sources and availability of current information. Ability to develop and install management systems, forms, and procedures; and analyze and evaluate their effectiveness. Ability to plan, coordinate, supervise, and evaluate the work of subordinate staff in a manner conducive to full performance and high morale. Ability to carry out complex oral and written instructions. Ability to prepare and edit clear and concise written technical and non-technical reports, production publications, or grant applications as well as compose memoranda, directives, and letters. Ability to establish and maintain effective working relationships with administrators, subordinates, City and public officials, and the public. Skill in the use of microcomputers and associated programs and applications necessary for successful job performance.

#### **Minimum Training and Experience**

Possession of a bachelor's degree in business or public administration, or a degree accepted in the field for which the vacancy exists and four years of technical, staff or administrative experience related to the field in which the vacancy exists; or an equivalent combination of training and experience.

Police Department – Victim Advocate: Possession of a bachelor's degree in sociology social work, psychology, criminology, or a related field and five years of professional experience that includes counseling, social work, law enforcement, rehabilitative services, victim advocacy, crisis intervention services; or an equivalent combination of training and experience

#### **Necessary Special Requirements**

For designated positions allocated to this classification, applicants must possess a valid Class E State driver's license.

An employee assigned to the Purdom Power Plant, or who may be occasionally required to have unescorted access to the Port Facility portion of the Purdom Power Plant, (as determined by the General Manager - Electric and/or the Director of such employee's department), must obtain Transportation Workers Identification Credentials (TWIC) within 90-days of employment, and must maintain such credentials throughout his/her period of employment in that capacity, as a condition of continued employment.

Police Department: Applicants should truthfully complete the Criminal History Questions on the City Employment Application. Any omissions, falsifications, misstatements, or misrepresentations of the information provided may disqualify an applicant. The top applicant chosen for this position will be

required to complete and pass a Truth Verification Examination prior to an employment offer being made.

Established: 03-24-82

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04-22-88

01-16-90

01-15-91

03-17-93

03-29-93

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