

**MAJOR FUNCTION**

This is responsible administrative and managerial work in planning, organizing, managing, and directing departmental activities, as a principal assistant to the Director-Consolidated Dispatch Intergovernmental Agency or Assistant Director-Consolidated Dispatch Intergovernmental Agency related to human resources, technical and administrative matters. Work involves responsibility for directing, coordinating, and overseeing department activities, such as personnel issues, research and analysis on special projects, strategic planning, human resource policy development and analysis, inter- and intra-departmental projects, administrative studies, budget preparation and administration, and financial management. Supervises day to day activity of direct reports. Works directly with line level employees, supervisors, and the agency director to interpret policies and consult on HR and fiscal matters that are both routine and complex in nature. Assists the agency director with resolution in matters pertaining to employment, compensation, and discipline. Processes or supervises the process for all personnel actions, reviews, analyses, and makes recommendations on exceptions. Projects assigned are generally of high organizational impact and may involve working with senior managers from other departments/agencies and executive management team members on sensitive issues. Work includes a variety of tasks designed to relieve a department/agency director or assistant director of details by conducting studies, reviewing materials, assembling information and transmittal and interpretation of management actions. Work is performed under the general supervision of a department/agency director or assistant director and the incumbent must exercise considerable initiative, ingenuity, and independent judgment. Accomplishments are judged through conferences, written reports and results achieved.

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

Directs and participates in studies, surveys, projects, and collects information on difficult operational and administrative problems with direct departmental impact and importance; analyzes findings and makes reports and recommendations for practical solutions. Follows up on department/agency assignments to determine progress or extent of completion. Reviews and assesses for viability the department's system of internal controls related to policy, process, and procedure for all administrative, human resource, purchasing, procurement and budgetary activities and develops, installs, and maintains improved procedures, methods, and systems. Oversees the management of Agency organization-wide programs including employee & labor relations, classification & compensation, performance management, wellness, FMLA/ADA, risk management, benefits, fitness for duty/employee assistance programs, leave, grievance management and HR analytics in compliance with applicable federal, state, and local laws, industrial standards, and Agency policies and procedures. Manages operation of benefits functions by responding to employee questions regarding benefit plan coverage and by interacting with benefits providers to resolve employee issues. Collects, coordinates, prepares, and administers the budget for the department. Coordinates and manages interdepartmental communications. May handle personnel issues by participating in the selection, placement, promotion, training, development, appraisal, and discipline of departmental personnel. Review personnel actions for compliance with applicable policies and past practices. Ensure personnel actions, ePAF, are processed by established deadlines. Plans, organizes, coordinates, and oversees the department's administrative services activities. May provide oversight and management of the department's purchase card program. Serves as a special staff person to research, analyze, and prepare special projects that impact the department and/or organization. Recommends the selection, transfer, advancement, grievance resolution, discipline, or discharge of assigned staff. Conducts performance evaluations and recommends the approval or disapproval of merit increases. Performs related work as required.

**Other Important Duties**

May attend meetings for the department director. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Thorough knowledge of the principles and practices of the City of Tallahassee and/or the Consolidated Dispatch Agency organization and management. Thorough knowledge of administrative management and internal controls. Considerable knowledge of group dynamics, problem-solving methods, and behavioral and organizational change strategies. Considerable knowledge of methods and techniques involved in conducting administrative and method studies, including report writing. Ability to communicate clearly and concisely, orally and in writing. Ability to exercise resourcefulness in meeting new problems. Ability to analyze, interpret and report research findings. Ability to establish and maintain effective working relationships as necessitated by the work throughout the organization and with partner agencies. Ability to lead and mentor other members within the organization. Ability to plan, organize and train others in a manner conducive to high performance and good morale. Ability to exercise analytical judgment in recommending operational or organizational changes or alternatives. Skill in the use of microcomputers and associated programs and applications.

**Minimum Training and Experience**

Possession of a bachelor's degree in business or public administration, finance, accounting, a related field, or the field in which the vacancy exists and four years of professional administrative or management experience that includes finance, accounting, purchasing, human resources, planning, communications, or a related area; or an equivalent combination of training and experience. Two years of the required experience must have been in a supervisory capacity.

**Necessary Special Requirements**

Must possess a valid Class E State driver's license at the time of appointment.

Must possess professional certification of SHRM SCP, CP, PHR, SPHR or related certification with 18 months of employment

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Established: 08-17-22