



A Tradition of Stewardship
A Commitment to Service

COUNTY OF NAPA
Human Resources
1195 Third Street, Suite 110
Napa, CA 94559
707-253-4303

<http://www.napacountycareers.com>

INVITES APPLICATIONS FOR THE POSITION OF:

Staff Services Manager (Working Title: Employee Services Manager)

An Equal Opportunity Employer

SALARY

\$50.72 - \$61.63 Hourly \$4,057.60 - \$4,930.40 Biweekly \$8,791.47 - \$10,682.53
Monthly \$105,497.60 - \$128,190.40 Annually

OPENING DATE: 10/07/20

CLOSING DATE: 10/28/20

JOB TYPE: Full Time

Job Category: Administration and Management

DEPARTMENT: Health & Human Services Agency

LOCATION: Health and Human Services Agency - 2751 Napa Valley Corporate Dr, Napa, CA 94558

THE NAPA VALLEY

PLEASE READ THIS BULLETIN IN ITS ENTIRETY

The Napa Valley, internationally known for its fine wines, exciting restaurants and world-class resorts, is home to 140,000 residents who share a strong sense of community and a legacy of preserving and protecting our rich agricultural heritage.

Located in the heart of California's preeminent wine region, the Napa Valley is also part of the dynamic San Francisco Bay Metropolitan Area. With its sunny Mediterranean climate and proximity to the mountains and ocean, the Valley offers residents easy access to virtually unlimited shopping, dining, cultural and recreational opportunities.

The Napa Valley's strategic location, natural and cultural resources, history of responsible land

use planning and attractive quality of life provide the ideal mix of small town living and big city amenities.

COUNTY OF NAPA AS AN EMPLOYER

The County of Napa is a highly respected employer within the local community as well as throughout the region. We offer rewarding and challenging work, flexible hours, competitive salaries, a comprehensive benefits package and tremendous opportunities for career growth. At the County of Napa we truly value our employees and are committed to diversity in our family-oriented environment. This is why we are the Employer of Choice for more than 1,400 employees.

As an organization, the County is dedicated to improving the lives of our citizens and reflecting the best of the community's values: Respect, Accountability, Dedication, Integrity and Innovation.

THE POSITION

There is currently one full-time Staff Services Manager (Working Title: Employee Support Manager) vacancy in the Operations Division of the Health and Human Services Agency. This list maybe used to fill future Staff Services Manager vacancies for up to twelve months.

Napa County Health and Human Services Agency (HHSA) seeks an innovative, collaborative, service-oriented person to fill the higher level management position of Staff Services Manager in the Operations Division of the Health and Human Services Agency (HHSA). This position, the Employee Support Manager, will report directly to the Deputy Director of HHSA – Operations, who serves as a member of the HHSA Executive Leadership Team. The Employee Support Manager must be a mission-driven person with a commitment to public service and improving the lives of those most in need in the Napa community. HHSA seeks an empathetic, compassionate and ethical person to help support the Agency and the high quality of its internal operations. The Employee Support Manager must also be able to forge collaborative, respectful, and mutually accountable relationships with internal customers and partners throughout the County.

The Employee Support Manager will provide direct management and supervision of various staff within the Operations Division, as well as serve as a project manager for key agency-wide initiatives and internal operations critical to the largest County department. The critical areas include but are not limited to personnel support, organizational development and training, privileging and credentialing, compliance with civil rights requirements, public records act requests, facilities functions, and other functions necessary to the internal infrastructure and operations of the agency. The Employee Support Manager will also work closely with County Human Resources.

HHSA is an integrated "super agency" that provides a wide range of social services, behavioral health services and public health services to the community. There are nine divisions in the Agency, including Child Welfare Services, Self Sufficiency Services, Comprehensive Services for Older and Disabled Adults, Mental Health, Alcohol and Drug Services, Public Health, Fiscal, Quality Management, and Operations. HHSA is the largest department in the County with approximately 470 employees.

The Operations Division provides Agency support in the general areas of labor relations, performance management, training and organizational development, privileging and credentialing, civil rights, facilities management, application support systems unique to a health and human services agency, and other special projects as needed in order to serve as the internal operations system this integrated super agency.

The Recruitment Process

1. Applications are due by 5:00 P.M. on Wednesday, October 28, 2020.
2. Applications will be screened for minimum qualifications the week of November 2, 2020.
3. Candidates who meet the minimum qualifications will have their supplemental responses scored by subject matter experts the week of November 9, 2020. The most qualified applicants from the scoring of the supplemental questions will be invited for an Oral Panel Interview.
4. Oral Panel Interviews are *tentatively* scheduled to take place the week of November 16, 2020. Only the most qualified candidates from the interview process will be placed on the eligibility list and may be considered to fill positions for up to one year.

The Human Resources Department reserves the right to change the recruitment process at any time.

EXAMPLE OF DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

Assume management responsibility for the staff services functions, services, and activities for an assigned department, division, or area; plan, manage, supervise, and perform such staff services functions as budget processing, fiscal reporting, personnel administration, central office services activities, contract administration, information systems management, facilities management, and/or state/federal revenue accounting.

Manage and participate in the development and implementation of goals, objectives, policies, and priorities for assigned areas; recommend and administer policies and procedures; consult with the department head and other management staff in the formation of major administrative policies.

Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; recommend appropriate service and staffing levels.

Plan, direct, coordinate, and review the work plan for assigned staff; assign work activities, projects, and programs; review and evaluate work products, methods, and procedures; meet with staff to identify and resolve problems.

Participate in the selection, training, motivation, and evaluation of assigned personnel; provide or coordinate staff training; work with employees to correct deficiencies.

Interview and consult with departmental managers, employees, and other related staff on staff services activities.

Analyze and recommend systems for office operations and records management; analyze and recommend data processing programs and systems; prepare and revise manuals and procedures.

Oversee and participate in the development and administration of assigned budget(s); participate in the forecast of funds needed for staffing, equipment, materials, and supplies; ensure that expenditures and cost estimates are adequately documented and monitored throughout the area; review and approve expenditures; implement adjustments.

Oversee and direct the financial goals, objectives, and budget needs for assigned area; prepare, collate, review, and analyze budget data for assigned areas; oversee financial plans and accounting practices for assigned areas; develop and implement fiscal policies and procedures to improve the fiscal effectiveness of assigned areas.

Provide responsible staff assistance to assigned staff; conduct a variety of organizational studies, investigations, and operational studies; gather, tabulate, and analyze data; summarize and analyze issues and provide recommendations on strategies to resolve these issues; recommend modifications to functional areas, policies, and procedures as appropriate; prepare correspondence and special administrative reports.

Review, analyze and interpret proposed legislation and advises management on the potential impact.

Review leases and contractual agreements for services and establish controls over such documents to assure compliance.

Coordinate office equipment and services with departmental staff and relevant vendors.

Develop and submit necessary documentation to the County Executive Officer's Office and Board of Supervisors on all items requiring Board action.

Serve as the liaison for the assigned program with other programs, divisions, departments, and outside agencies; represent the assigned area in various state and local meetings; negotiate and resolve sensitive and controversial issues; coordinate assigned program activities with those of other County departments and outside agencies.

Provide information and statistical data to the state and public agencies; ensure all claims to federal and state agencies are timely and accurate; ensure accountability and adherence to appropriate regulations and accounting procedures; interpret and disseminate federal, state, and County fiscal policies and directives to staff.

Attend and participate in professional group meetings; maintain awareness of new trends and developments in fields related to public administration; incorporate new developments as appropriate.

Respond to and resolve difficult and sensitive citizen inquiries and complaints.

Perform related duties as required.

TYPICAL QUALIFICATIONS:

KNOWLEDGE OF:

Operational characteristics, services, and activities of assigned program areas.

Principles and practices of public administration.

County government functions specifically related to program area.

Principles and practices of program development and administration.

Business principles and practices for the program area.

Project management techniques and principles.

Principles and practices of budget preparation and administration.

Finance and accounting systems including government finance and budgeting procedures.

Organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs related to area of assignment.

Principles of supervision, training, and performance evaluation.

Principles and practices of contract negotiation, preparation, administration, and monitoring.

Principles and applications of critical thinking and analysis.

Techniques and formulae for administrative, financial and comparative analyses.

Methods and techniques of technical, administrative, and financial report preparation and presentation.

Recent developments, research methods, current literature, and sources of information related to assigned programs and service areas.

Terminology used in area of assignment.

Principles of business letter writing.

Pertinent federal, state, and local laws, codes, and regulations.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

English usage, spelling, grammar, and punctuation.

SKILL TO:

Oversee and participate in the management of a comprehensive staff services program that includes a series of interrelated projects or functional areas of significant depth and complexity.

Plan, organize, direct, coordinate, and evaluate assigned staff services programs.

Plan, schedule, and review the work of assigned staff.

Perform professional analytical, programmatic, and administrative duties involving the use of independent judgment and personal initiative.

Analyze administrative problems, budgets, programs, systems, and procedures to develop effective and comprehensive solutions.

Conduct administrative and financial analyses and develop effective recommendations.

Collect, evaluate and interpret varied information and data.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Participate in the preparation and administration of budgets.

Provide consultation to departmental managers on operational issues.

Prepare clear and concise technical, administrative and financial reports; prepare clear, accurate and concise tables, schedules, summaries and other materials in statistical and narrative form.

Establish and maintain various data collection, record keeping, tracking, filing, and reporting systems.

Oversee and participate in the development and administration of program goals, objectives and procedures.

Research, negotiate, manage, and monitor contracts and agreements.

Understand the organization and operation of the County, assigned program, and of outside agencies as necessary to assume assigned responsibilities.

Understand, interpret, and apply administrative and departmental policies and procedures as well as pertinent federal, state, and local laws, codes, and regulations.

Identify and respond to community and organizational issues, concerns, and needs.

Coordinate multiple projects and meet critical deadlines; organize and prioritize timelines and project schedules in an effective and timely manner.

Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.

Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.

Exercise initiative, ingenuity, independent analysis and judgment in solving administrative, managerial and technical problems.

Operate a variety of office equipment including personal computers and related peripheral equipment and software applications.

ABILITY TO:

Work primarily in a standard office setting with some travel to different sites and locations.

Work extended hours including evenings and weekends.

Stand or sit for prolonged periods of time.

Stoop, bend, kneel, crouch, reach, and twist.

Lift, carry, push, and/or pull light to moderate amounts of weight.

Use repetitive hand movement and fine coordination including using a computer keyboard.

Verbally communicate to exchange information.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Education

To qualify for this classification, an individual must possess the following combination of experience and education that would likely produce the required knowledge, skills, and abilities. Required minimum qualifications:

Experience:

Four years of increasingly responsible experience in a staff services function performing duties involving administration, management, personnel, fiscal analysis, staff development, or data processing including two years of related project management, administrative, and supervisory responsibility.

Education:

A Bachelor's degree from an accredited college or university with major course work in business administration, public administration, accounting, local government, systems analysis, personnel, or a related field.

License or Certificate:

Possession of a valid California Driver's License.

*Any license, certification, or registration required for this position shall be maintained (i.e. active and in good standing) at all times during employment with Napa County. For continued employment with Napa County, you must maintain such license, certification, or registration to meet the minimum qualifications of this position.

ADA Accommodation

Applicants requiring accommodation during the application and/or selection process pursuant to the Americans with Disabilities (ADA) Act should contact County of Napa Human Resources at (707) 253-4303.

Napa County is an Equal Opportunity Employer.

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:

<http://www.napacountycareers.com>

OR

1195 Third Street, Suite 110,
Napa, CA 94559

EXAM #00110
STAFF SERVICES MANAGER (WORKING TITLE: EMPLOYEE
SERVICES MANAGER)
SC

Staff Services Manager (Working Title: Employee Services Manager) Supplemental Questionnaire

- * 1. Instructions for Supplemental Application Questions. The following questions comprise one of the steps in the selection process for this position and are intended to assist you in presenting your qualifications. Only the information you provide in your answers to these questions will be evaluated and scored to determine the best qualified candidates to continue in the selection process for this position. Please be complete and specific in answering the questions as your score will be based on this information. Applications submitted without responses to the supplemental questions will not be evaluated.
Although your experience and education should relate back to your application, your application and or resume will not be reviewed when scoring the supplemental questions.
Yes No
- * 2. Please describe how you lead, manage, develop and motivate staff to ensure that the goals of the Agency and your division would be met.
- * 3. Please describe your customer service orientation and provide an example of how you have displayed good customer service in your current or prior jobs.
- * 4. Please describe the practices you have instilled in your current or prior job that best demonstrates your commitment to diversity, equity and inclusion.
- * 5. Describe your prior experience analyzing information and presenting it to a particular audience (i.e., a memorandum or board item, charts, PPTs, presentations, etc.) Please provide an example of a written document (memorandum) or presentation you produced.
- * 6. Please describe your experience in organizational development, including any trainings you have provided and the specific individuals you trained.
- * 7. Please describe your prior experience in labor relations and performance management.
- * Required Question