



Office of Human Resources  
Human Services Operations Manager – CS3097  
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### General Statement of Duties

Performs second level supervisory work over a section(s) through subordinate supervisors of administrative, professional support staff, and/or technical staff, provides leadership, direction, and long range/short term planning, and directs operational policy development and performance criteria for the assigned area(s) in conjunction with departmental plans and goals.

### Distinguishing Characteristics

This class performs second level supervisory work over a section(s) through subordinate supervisors of administrative and technical staff. This class is distinguished from the Human Services Operations Supervisor class that performs supervisory duties over non-supervisory employees, technicians, and administrative staff and supports professional and/or higher-level supervisors/managers through the application of the principles of a discipline, profession, and/or field of study to accomplish the operational goals of the assigned area(s).

The Human Services Operations Manager class is distinguished from the Manager class that manages an operational and/or functional area(s) and performs some elements of supervision by recommending and implementing plans, procedures, policies, programs, and projects. Additionally, the Human Services Operations Manager class is distinguished from the Supervisor of Administrative Support II class that supervises two or more Supervisor of Administrative Support I position and coordinates the activities of first-line supervisors engaged in supervising the work of office support staff.

### Essential Duties

Provides policy interpretation on complex federal, state and local regulations and issues.

Serves as technical expert for Public Assistance Programs and advises staff of program rules and regulations. Maintains strong working knowledge of laws, legal codes, court procedures, precedents, legal practices and documents, government regulations, executive orders, and agency rules in support of city, state and federal goals.

Oversee and monitor the financial decisions that affect each unique section and for the overall division. Participate in the development of program realignment to ensure state/federal compliance. Oversight and direction is inconclusive of all collections, incentive dollars, contracts, grants, and position allocation throughout the division.

Develop and maintain a workplace culture that provides opportunities for employee growth and development. Ensures staff is engaged, prepared to apply complex critical thinking to daily work and provide tools and training. Contributes to a positive work environment and professional wellbeing of staff.

Provide formal and informal supervision to direct reports in alignment with DDHS policy, state regulations and agency values. Participates in direct observation of staff interacting with customers, staff and internal agency staff. Mentor and coach staff division-wide.

Develop, establish, and oversee short and long-term objectives for the division while adjusting as needed to ensure proper application and appropriate communications of trends and results. Align leadership practices with DHS Leadership Standard to acquired desired skills and behavior needed for the division.

Develop, apply and perform quality management principles and processes for delivery of high-quality service(s). Meet routine demands of internal/external customers and strive for continuous improvement. Monitor casework performance outcomes and ensure they are in alignment with identified division priorities.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Responds to formal and informal employee grievances and prepares written response.

Documents causes for disciplinary action and initiates letters of reprimand and formal recommendations for disciplinary action.

Provides work instruction and assists employees with difficult and/or unusual assignments.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

### **Competencies**

**Decisiveness** – Makes well-informed, effective, and timely decisions, even when data are limited or solutions produce unpleasant consequences; perceives the impact and implications of decisions.

**Delivering Results** - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

**Influencing** - Collaborates with, persuades and influences others.

**Planning and Evaluating** – Organizes work, sets priorities, and determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization to accomplish goals; monitors progress and evaluates outcomes.

**Reasoning** - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

**Coaching** - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

**Written Communication** – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

### **Knowledge & Skills**

Knowledge of budgeting principles and practices sufficient to be able to administer a budget to accomplish objectives.

Knowledge of various types of contracts, techniques for contracting or procurement, and contract negotiation and administration.

**Level of Supervision Exercised**

Supervises two or more supervisors who supervise technical, professional support staff, and/or administrative staff (this does not include supervising the Supervisor of Administrative Support I class).

**Education Requirement**

Bachelor's Degree in Business Administration, Public Administration, Sociology, Psychology, or a related field.

**Experience Requirement**

Three (3) years of supervisory experience within an operational area.

**Education & Experience Equivalency**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

**Working Environment**

Subject to many interruptions.  
Pressure due to multiple calls and inquiries.  
Subject to traffic, roadways, and pedestrians.

**Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

Hearing: Perceiving and comprehending the nature and direction of sounds.  
Lifting: Moving objects weighing no more than 10 pounds from one level to another.  
Sitting: Remaining in a stationary position.  
Talking: Communicating ideas or exchanging information.

**Background Check Requirement**

Criminal Check  
Employment Verification  
Education Check  
By position, Motor Vehicle Record

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: EX-11**

**FLSA Code: Y**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date: 9/8/2024**

**Revised By: SO**

**Class History: 9/8/24 – Revised Job Family/Job Code.**