



Salt Lake County Job Description

Aging Section Manager

DEPARTMENT: Human Services

JOB CODE: 870 **GRADE:** 17

SALARY PLAN: GEN

SAFETY SENSITIVE: No

DIVISION: Aging & Adult Services/2300000000

FLSA STATUS: Exempt

EFFECTIVE DATE: 6/1/2017

JOB SUMMARY

Directs and coordinates activities concerned with the production and provision of division services for specific programs of Aging & Adult Services by performing duties personally or through subordinate unit managers.

MINIMUM QUALIFICATIONS

Bachelor's degree from an accredited college or university in Business or Public Administration, Gerontology, or other closely related field, plus six (6) years of related experience, of which two (2) years must have been supervisory or administrative, OR an equivalent combination of related education and experience. Education may not be substituted for the required supervisory experience.

Due to the nature of this position, the successful applicant must pass a required pre-employment background check and subsequent mandatory background checks in accordance with current County Human Resources policy requirements.

ESSENTIAL FUNCTIONS

The following duties and responsibilities are intended to be representative of the work performed by the incumbent(s) in this position and are not all-inclusive. The omission of specific duties and responsibilities will not preclude it from the position.

Applicants must be prepared to demonstrate the ability to perform the essential functions of the job with or without a reasonable accommodation.

- Confers with division management personnel to establish program and quality control standards, to develop and maintain budget costs and cost controls, and to obtain data regarding types, quantities, specifications and delivery of services.
- Leads strategic planning efforts for Section to support Division strategic direction, including monitoring long- and short-term strategic plans, goals, and objectives.
- Plans and directs the provision of service activities and establishes priorities for services in keeping with effective operations, cost factors and applicable grant requirements.
- Coordinates program activities with procurement, maintenance and quality control activities to obtain optimum service provision and utilization of staff, facilities and equipment.
- Supervises staff which includes hiring, orienting, training, assigning and reviewing work performance, annual work performance appraisal, and discipline.
- Manages county-wide programs, services, and facilities in accordance with Federal, State, and local

regulations and policies. Participate in state, federal and other audits.

- Reviews and analyzes production, quality control, maintenance and operational reports to determine causes of nonconformity with service specifications and operating or production problems.
- Develops and implements operation methods and procedures designed to eliminate operating problems and improve service quality.
- Compiles, stores and retrieves service production data.
- Oversees the management of all Section employees and is responsible for the performance management oversight and hiring of the employees in the Section.
- Develops, implements, monitors, and evaluates contracts, including developing and processing Requests for Bids and by monitoring and analyze quality of services to ensure compliance with federal, state and county rules and regulations.
- Represents the Section to coordinate program plans with Federal, State, and local officials, business leaders, community and civic organizations.
- Develops partnerships and coordinates with other organizations and agencies to create joint programming opportunities.
- Reconciles program and patron complaints and responds to politically sensitive issues with general guidance from superiors.
- Assesses and recommends changes to potential liabilities and enforces general safety provisions for the Section's facilities, equipment, programs, and personnel practices.
- Represents Associate Director or Director in their absence, as assigned.

KNOWLEDGE, SKILLS AND ABILITIES (KSA)

Knowledge of:

- Applicable federal, State, and local government functions and established regulations
- Public administration principles, practices, and techniques
- Management and supervisory principles and practices
- Program development and evaluation
- Budget preparation, justification, monitoring, forecasting, and methods of fiscal control
- Management and operation of services, programs, facilities and equipment
- Public relations, outreach, marketing, public speaking, and training and education principles
- Grant writing and/or contract development and administration techniques
- Purchasing principles and practices
- Information systems and management practices
- National standards and trends in senior services and health promotion

Skills and Abilities to:

- Organize resources and prioritize time
- Prepare and monitor budgets

- Perform effective supervision and management and team leading
- Exercise discretion and confidentiality
- Provide quality customer service and effective public relations
- Analyze and redesign business processes
- Perform effectively in stressful situations
- Direct the work and project administration of Division staff
- Review, establish, and maintain project schedules
- Effectively present ideas, plans and goals, both verbally and in writing
- Establish and maintain effective working relationships with employees, senior management and the general public
- Think logically and systematically, effectively apply general principles to specific conditions and solve complex problems.

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

Work requirements match typical office setting. May travel to locations throughout Salt Lake County.

IMPORTANT INFORMATION REGARDING THIS POSITION

Occasional evenings and weekends as needed.

Revised Date: 5/15/17