

DIRECTOR OF OPERATIONS (DSS CONTRACTS MANAGEMENT)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class has broad responsibility for planning, coordinating, and managing the contract development, approval and payment process for all contracts in the Department of Social Services. Responsibilities include directing and participating in monitoring contract compliance with Federal, State, and County regulations and supervising and/or preparing bid specifications and Requests for Proposals. In addition, incumbents exercise considerable independent judgement in coordinating and overseeing the budget and payment processing information for all contracts. Extensive and substantive contact is maintained with the Board of Acquisition and Contract, the Law Department, programmatic specialists, vendors and others involved in the contracting process to ensure compliance and appropriate program reporting for optimal reimbursement. Contract assignments may be in a combination of areas such as direct client social services, administrative and management Services, program operations, and /or community services pertaining to social services in compliance with the federal and state regulations and guidelines. Supervision is exercised over a large number of professional and clerical staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Creates and implements department-wide operational policies, procedures and protocols for the development and management of contracted services for all programs within Social Services to ensure consistent program and service reporting metrics;

Develops systems and procedures to support programmatic initiatives and operational guidance in the purchase of services/contracting, cooperative/interdepartmental agreements, inter-municipal agreements, and receipt of grants and gifts;

Consults and collaborates with executive leadership in defining departmental fiscal, budgetary and contractual goals and objectives, and acts on behalf of executive leadership in implementing identified objectives;

Establishes and implements a system of control procedures for the issuance of public procurements, processing of contractual agreements, processing of vendor claims, and review of budget documents for contract renewals and budgets submitted in response to RFPs, RFQs, RFIs and Bids;

Completes special projects to resolve/avert problems in the creation and execution of contracts on a department-wide basis;

Collaborates with Office of Organizational Enhancement & Professional Development (OEPD) for the creation and facilitation of ongoing training in contract development and processing for program contract monitors;

Represents the Department in meetings with other County officials, auditors, representatives of local municipalities, federal and state agencies;

Maintain extensive liaison with various executive staff, directors, and/or managers within department and maintains effective working relationships with funding and contractual agencies as well as local, state and federal regulatory agencies;

Directs the management of relevant contract data in preparation for audits from Federal, New York State, and local auditors.

EXAMPLES OF WORK: (Illustrative Only) (Continued)

Confers with the Law Department and the Board of Acquisition and Contract on matters requiring legal interpretation and authorization of contracts;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the procedures in the development and management of contracts (exclusive of labor contracts); thorough knowledge of community organization and resources serving social services; thorough knowledge of the techniques and resources utilized in acquisition of researching, interpreting and applying relevant Federal, state and local laws and regulations to specific social services programming and public welfare service contracts; thorough knowledge of the principles of social services research and the collection of social service statistics; good knowledge of acceptable business practices in dealing with vendors and contract agencies; good knowledge of the principles of management and supervision; ability to plan and implement integrated operating policies, regulations and procedures; ability to effectively and efficiently manage an organization providing and contracting for various services to a large and diverse population; ability to negotiate contract terms and agreements; ability to communicate effectively both orally and in writing; ability to prepare and maintain financial and program records; ability to establish and maintain effective working relationships with salespersons, vendors, representatives of contract agencies and County officials; ability to prepare and/or present factual reports in a clear, concise and effective manner; ability to supervise and coordinate the work of subordinate staff; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; initiative; good judgment; accuracy; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's degree* and seven (7) years of experience where the primary function of the position was in either fiscal management or contract development, for a large company or governmental organization, two years of which must have been in contract development in a supervisory or administrative capacity.

SUBSTITUTION: Satisfactory completion of a Master's degree* in Accounting, Business Administration, Finance, Economics or closely related field may be substituted for one year of the above stated experience; exclusive of the specialized experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

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Job Class Code: E0999
Job Group: XV