

# NEW CASTLE COUNTY GOVERNMENT

Number 0149

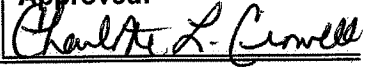
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Date 05/10/05

## CLASS SPECIFICATION

Title: CHIEF OF ADMINISTRATIVE SERVICES

Approved:



GENERAL STATEMENT OF DUTIES: Directs and manages administrative services for New Castle County Government to ensure quality service in all areas to the citizens of New Castle County and to the various departments and divisions of County Government; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class plans, directs, manages, controls and coordinates County-wide administrative services and staff assigned to assist with these functions to promote and maintain the highest quality of services. This employee is expected to accomplish this by developing, providing and maintaining a diverse mix of services on a county-wide basis for internal and external customers, including the major functions of procurement of goods and services, promotion of economic opportunity, information systems, printing and duplicating services, mail service and record retention. Responsibilities include working with other policy makers, legislators, agencies, professionals and the public to promote an ongoing attitude of dedication to excellent public service. This employee works under the general direction of the County Executive and Chief Administrative Officer.

### EXAMPLES OF WORK: (Illustrative Only)

- Directs and manages the delivery of administrative services for New Castle County, including but not limited to procurement of goods and services, information systems, printing and duplicating functions, mail service and record retention;
- Administers purchasing policies, advertising of bids, drafting of commodity specifications, interviewing of vendors and evaluation of competitive bids for New Castle County;
- Develops long- and short-term goals;
- Develops, formulates and executes policies and procedures in conjunction with the Chief Administrative Officer and the County Executive and advises them on matters relating to areas of responsibility;
- Advises County departments and agencies on matters relating to administrative services;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that internal and external customers are provided with the highest quality of service;
- Assigns work and manages and supervises staff;

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**Approved:**



- Provides effective training programs for employees;
- Interacts with government officials, agencies and the public concerning related issues;
- Works with staff in developing methods for dealing with related issues and in responding to problems or requests received;
- Ensures that grants and contracts are maintained in accordance with applicable regulations;
- Oversees the preparation and administration of the budget for administrative services;
- Operates a data processing terminal, personal computer and other related equipment in the course of the work.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:** Thorough knowledge of the services provided in the area of administrative services and of the laws and principles relating to such services; good knowledge of the principles and practices of management; ability to manage a diverse staff in a variety of administrative service functions; ability to communicate courteously and effectively, both verbally and in writing; ability to make effective presentations before groups; ability to establish and develop effective working relationships with associates, government officials, agencies, organizations and the public and to promote an ongoing attitude of dedication to excellent customer service; ability to analyze complex data, draw valid conclusions and make reliable recommendations; ability to pass a Class III County physical examination.

**ACCEPTABLE EXPERIENCE AND TRAINING:** At least seven years experience at a managerial level in administrative services or related field and possession of a Bachelor's degree from an accredited college or university with major course work in business administration or related field; or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

**HISTORY OF REVISIONS:**

Established: 07/01/97  
Revised: 05/01/01  
Revised: 05/10/05