

## COMMUNITY SERVICES DEPUTY DIRECTOR

### JOB DESCRIPTION

**Classification Responsibilities:** The Community Services Deputy Director is a professional classification primarily responsible for creating, updating, and implementing the Department's day-to-day operational policies and procedures for the divisions in the Department and also for overseeing the Housing Choice Voucher (Section 8) Program. The Deputy Director establishes short- and long-range strategic plans for the Department; develops and implements program goals and objectives; oversees, reviews, and evaluates operations and activities of the divisions and their compliance with department policies and procedures as well as federal program requirements; collects and prepares data to evaluate and report the Department's performance metrics, customer service levels, and public interest needs and trends; oversees and audits the housing and community development program files for federal program compliance and quality control; serves as an audit liaison for internal and external audits along with the Housing Supervisor and Housing Director; proposes the annual budget to the Director and work closely with the Department's financial staff to monitor the department budget; provides executive oversight and assistance on department personnel, safety, and facility-related matters; acts as the Department Director in the Director's absence; may also meet with the Department Director, Deputy City Manager, City Manager, and City Council to discuss the department financial and operational matters and complete special projects and administrative work as assigned by the Director. The Deputy Director performs related duties as required.

**Distinguishing Features:** This classification has been designated as a non-classified, non-merit system, at-will position. The Community Services Deputy Director works closely with and reports to the Community Services Director who evaluates performance through conferences, reports, and results achieved. The Deputy Director is expected to exercise considerable judgment, initiative, and independence in accomplishing the department's objectives and ensuring program compliance; and directly supervises professional, financial and housing staff and then indirectly supervises professional and paraprofessional financial, administrative support, and housing program staff. The Community Services Deputy Director may be assigned to manage other programs or service areas within the Community Services Department and to supervise other professional, paraprofessional, technical, and clerical classes; and may be required to work early morning, evening, and weekend hours to attend meetings or address issues. This class is FLSA exempt-executive.

### QUALIFICATIONS

**Employee Values:** All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

**Minimum Qualifications Required.** Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Public Administration, Business Management, or closely related field. Extensive (5+ years) progressively responsible managerial and administrative experience, including good (1-3 years) experience preparing and monitoring operations and capital budgets and good (1-3 years) in a supervisory capacity.

**Special Requirements.** None.

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualifications.** None.

## **ESSENTIAL FUNCTIONS**

One position may not include all of the essential functions, knowledge and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification.

**Communication:** Communicates with department staff, other City departments, management, public officials, citizen advisory boards, vendors, contractors, and the general public including citizens with diverse backgrounds and ethnicity, regarding department programs and activities. Conducts and/or participates in staff, public, and policy decision-making meetings. Prepares written documents including policies, procedures, reports, and correspondence. Makes presentations before large and small groups. Communicates short- and long-range strategic plans, program goals, and objectives. Communicates with staff regarding performance of operations and activities and compliance with policies and federal program requirements. Reports performance metrics, customer service levels, and public interest needs and trends. Communicates with staff regarding federal program file compliance and quality assurance reviews. Communicates with department, City, and external staff for internal and external audits. Presents the proposed annual budget to the Director and works closely with the Department's financial staff to monitor the department budget and to address. Communicates with department and City staff for personnel, safety, and facility-related matters. Represents the Department Director in the Director's absence. Meets with the Department Director, Deputy City Manager, City Manager, and City Council to discuss the department financial and operational matters.

**Manual/Physical:** Reviews the policy and financial information, program files, and the work product of others to ensure compliance with department policies and procedures as well as federal program requirements. Prepares written documents including policies, procedures, reports, and correspondence. Collects and prepares data to evaluate and report metrics, customer service levels, and public interest needs and trends. Observes and assesses facility and safety conditions and addresses/coordinates with City departments. Uses a computer and standard office equipment to prepare documents and to collect, review, and report data and information. Meets with staff, management, and other stakeholders. Makes presentations to groups. Meets scheduling and attendance requirements.

**Mental:** Creates, updates, and implements departmental operational policies and procedures. Establishes short- and long-range strategic plans. Develops, implements, and evaluates program goals and objectives. Oversees, reviews, and evaluates operations and activities for performance and compliance with policies, procedures, and federal program requirements. Collects and prepares data to evaluate and report performance metrics, customer service levels, and public interest needs and trends. Identifies and addresses areas for improvement in performance and service to meet public interest needs and implement best practices. Oversees and audits program files for compliance and quality control. Serves as audit liaison for internal and external audits. Proposes the Department's annual budget to the Director and monitors the budget. Oversees and assists with department personnel, safety, and facility-related matters. Completes special projects and administrative work as assigned by the Director. Acts as the Department Director in the Director's absence.

**Knowledge/Skills/Abilities:**

Knowledge of:

community services and housing programs, including Housing Choice Voucher (Section 8) Program;  
federal program requirements and compliance for community services and housing;  
strategic and operational planning;  
budgeting and auditing processes and principals;  
performance measurement processes; and  
personnel, safety, and facility management practices and resources.

Skill in:

creating, updating, and implementing policies and procedures;  
establishing strategic plans and developing and implementing goals and objectives;  
overseeing, reviewing, and evaluating operations and activities for compliance with policies, procedures  
and requirements and navigating audit processes;  
collecting and preparing data and evaluating and reporting on performance metrics;  
identifying and addressing community needs and including best practices; and  
overseeing budget processes, and addressing budget, personnel, safety, and facility-related matters;

Ability to:

represent/act as the Department Director in the Director's absence;  
meet with the Department/City management and City Council to discuss the department financial and  
operational matters;  
make presentations to groups; and  
complete special projects and administrative work as assigned.

The duties listed above are intended only as general illustrations of the various types of work that may  
be performed. Specific statements of duties not included does not exclude them from the position if the  
work is similar, related, or a logical assignment to the position. Job descriptions are subject to change  
by the City as the needs of the City and requirements of the job change.

New 7/20

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JOB FCTN-ADM

INCREMENTS 66-200

PAY GRADE: 58

IND-9410

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