

**CITY OF BEAVERTON**  
**Assistant Director – General Services**

**General Summary**

This position reports to the Assistant to the Mayor and directs many of the City's Mayor's Programs including, but not limited to, City Records and General Services, Sister Cities, Solid Waste and Recycling, Code Services, Dispute Resolution, Neighborhood, Reprographics, Sustainability, and Civic Studio programs.

**Essential Functions**

*Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.*

1. Direct many of the Mayor's Programs operations, including budget, administrative compliance and staff supervision. Develop, review and approve departmental strategic planning, work plans, services, policies, procedures and reports. Set performance standards. Serve as a member of the City's senior management team. Evaluate performance and program effectiveness and take action for improvement as necessary. Authorize payments to contractors and consultants.
2. Provide direction to staff to ensure City goals and objectives are met. Develop and retain highly competent, customer service-oriented staff through selection, compensation, training and day-to-day management practices. Respond to employee grievances and coordinate disciplinary processes as required by the collective bargaining agreement and City policy.
3. Exhibit leadership to staff, work teams and fellow employees. Serve as a model for accomplishing City's vision and goals. Create an environment in which employees are focused on producing excellent quality results.
4. Oversee the research of grants available to address specific issues within the Mayor's programs. Oversee the development of grant proposals and submittal to appropriate agency for review and consideration. Make oral presentations in defense of grant proposal before grant panel. Administer grant monies in accordance with accepted proposal.
5. Serve as a liaison with neighborhoods, development and business communities to promote high quality programs; to provide advice on City priorities and interests.
6. Provide direction and set standards for excellence in internal and external customer service. Promote professional and courteous behavior with a creative approach to problem resolution that creates a positive experience for the customer.
7. Represent the Mayor's Programs Division and/or City to the public, in legal or administrative proceedings, to other organizations or entities and in other situations as required. Make presentations and provide comment and testimony. Advance and protect the interests of the City and its citizens in all matters.

8. Provide employees with basic job training and safety instruction. Actively support safety and loss control measures. Ensure employees are held to departmental safety and loss control standards.
9. Produce acceptable quantity and quality of work that is completed within established timelines.
10. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to the safety of self, co-workers and the general public.
11. Follow standards as outlined in the Employee Handbook.
12. Participate in the City's Emergency Management program including classes, training sessions and emergency events.
13. Actively promote and support diversity in the workplace through staffing, promotions, training and career development. Model respect for diversity in the workplace.

### **Other Functions**

1. Serve on or provide support to a variety of committees, task forces and advisory groups as necessary.
2. Perform related duties of a similar scope and nature.
3. Special projects as assigned.

### **Knowledge Required for Entry**

- ◆ Expert knowledge of practices and principles of municipal government programs and practices
- ◆ Advanced knowledge of the laws and regulations governing programs related to municipal government
- ◆ Expert knowledge of practices and principles of public/business administration practices and decision-making.
- ◆ Advanced knowledge of strategic planning methods with an emphasis on services related to various programs
- ◆ Advanced knowledge of public purchasing and contracting laws and regulations.
- ◆ Advanced knowledge of human resources management practices.

### **Skills/Abilities Required for Entry**

- ◆ Expert ability in conceptual analysis and policy/program development and implementation.
- ◆ Expert ability to successfully manage the operations and budget of a department.
- ◆ Advanced ability to productively manage and/or participate on a team and in a team environment including the ability to develop a team approach to producing high quality results.
- ◆ Advanced ability to effectively manage multiple programs and a staff including hiring, training, coaching, disciplinary action, performance management and termination.

- ◆ Advanced ability to demonstrate leadership behavior to employees, contractors, public officials, other agencies, customers and the general public.
- ◆ Advanced ability to build consensus.
- ◆ Advanced ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public.
- ◆ Advanced ability to apply and to coach employees on excellent internal and external customer service skills.
- ◆ Expert ability to communicate effectively both orally and in writing with diverse customers, employees, contractors, other agencies, public officials and the general public. Ability to make presentations and develop reports that may include technical information.
- ◆ Strong ability to use word processing and spreadsheet programs and other software applications as required for position.

**Minimum Qualifications Required for Entry**

Bachelor’s degree in management, business/public administration or related field and 7 years experience in managing diverse programs, including five years in a supervisory or management role or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position.

**Licensing/Special Requirements**

- ◆ Positions in this classification are required to possess a valid driver’s license and the ability to meet the City’s driving standards.

**Working Conditions**

Regular focus on a computer screen; daily precise control of fingers and hand movements; dealing with distraught or difficult individuals; regular attendance at meetings or activities outside of normal working hours; weekly operation of a motor vehicle on public roads.

**Classification History**

Created: August 3, 2009

Status: M2  
FLSA: Exempt

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Department Head Signature

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Human Resources Signature

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Date

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