

DJCS OPERATIONS MANAGER

Job Code	Pay Grade
21896	SM6

Nature of Work

This is advanced supervisory and administrative work managing the daily departmental operations and providing support to the Director for the Department of Justice and Consumer Services.

An employee in this class organizes, directs, plans and coordinates staff employees involved in special projects and assignments and ensures they are completed and delivered in timely fashion. Work requires a high degree of independent judgment and initiative in determining required action. This position will serve as a back up in the absence of the Director. Duties also include budget preparation and administration; service and needs assessment; projecting cost estimates; scheduling projects; and the evaluation of completed project and task activities.

Minimum Qualification Requirements

- Graduation from an accredited college or university with major coursework in law enforcement, criminal justice, government or related field; and three (3) years of criminal justice administration experience, or
- An equivalent combination of education, training and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Reviews and advances departmental goals and assignments through direct coordination with departmental units.
- Sets office training and educational goals and develops plans for achievement
- Maintains departmental emergency management plans and executes necessary training for compliance
- Assists in the supervision of personnel, which includes work allocation, training, and problem resolution; evaluates performance and makes recommendations for personnel actions; motivates employees to achieve peak productivity and performance.
- Coordinates cross-over activities that impact multiple departmental areas.
- Provides advice and assistance to director in planning, implementation, and evaluation of modifications to existing operations, systems, and procedures.
- Oversees implementation of proactive activities to aid in accomplishing the public safety strategic focus goals of the BCC including crime reduction, alternatives to incarceration, and enhancing public safety efficiency.
- Participates in office staffing decisions to ensure projects and units are properly staffed and coordinate to ensure resources are implemented to conduct operations.
- Oversees development and execution of community outreach activities to aid in community education and complaint/crime reduction.
- Oversees development of employee performance standards and departmental performance measures.
- Provides backup to the director as necessary for meetings, coordination, BCC agenda items, and other activities as assigned.
- Assists in the organization and implementation to policies and procedures established by the director.
- Performs related work as assigned or required.

DJCS OPERATIONS MANAGER (continued)

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Knowledge, Skills, and Abilities

- Knowledge of criminal justice system, legislation, policies, and procedures impacting criminal justice arena.
- Knowledge of modern office methods and procedures, techniques of supervision and management skills.
- Knowledge of general business operations, financing or accounting principles.
- Skill in making informative and entertaining speeches and presentations to the general public, law enforcement and regulatory agency personnel, and County Boards.
- Ability to deal with subordinates and the general public in a fair, courteous and impartial manner.
- Ability to plan and manage complex projects and tasks to ensure timely deliverables.
- Ability to develop innovative ideas and applications to aid in department attainment of goals.
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Knowledge of budgeting, cost estimating, and fiscal management principles and procedures.
- Skill in examining and re-engineering operations and procedures, formulating policy, and developing and implementing new strategies and procedures.
- Knowledge of management principles and practices.
- Ability to supervise and train employees, to include organizing, prioritizing, and scheduling work assignments.
- Ability to foster a cooperative work environment.
- Ability to communicate effectively, both orally and in writing.
- Knowledge of organizational structure, workflow, and operating procedures.
- Knowledge of hiring procedures.

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Created	EEOC Code	Overtime Code
3/07	Officials & Managers	Exempt