

**COUNTY OF SOLANO**  
**CLASS SPECIFICATION**  
**SUPPORT SERVICES MANAGER**  
Effective Date: 11/10/2020

**CLASS SUMMARY:**

Under general direction, the Support Services Manager plans, organizes, directs and oversees the fiscal, procurement and administrative duties in the General Services Department. Incumbents in this class will act as the Deputy Purchasing Agent for the County. The class/position is an at-will position, exempt from civil service. The incumbent(s) serves at the discretion of the Appointment Authority.

**DISTINGUISHING CHARACTERISTICS:**

This class is distinguished from the:

- Director of General Services class, which plans, organizes, and directs the activities of the Department of General Services including architectural and real estate services, facilities operations, central services (purchasing, mail, records, and surplus property), fleet services, and the Nut Tree Airport;
- Assistant Director of General Services class, which assists the Director of General Services in managing the operations of the County's General Services Department through the supervision of subordinate supervisory, professional, technical, and support staff; and
- Facilities Operations Manager class, which manages, plans, organizes, directs, and oversees the maintenance programs and operations for all County facilities excluding the Nut Tree Airport.

**SUPERVISION RECEIVED AND EXERCISED:**

Supervision is provided by the Director of General Services or Assistant Director.

AND

Exercises supervision over professional, technical and clerical staff.

**ESSENTIAL DUTIES:** This class specification represents the core area of responsibilities; specific position assignments will vary depending on the needs of the department.

- Plans, organizes and directs the fiscal, procurement and administrative functions of the General Services Department;
- Performs supervisory duties to direct reports and to others through subordinate supervisors such as: establishing standards for acceptable work products and evaluating performance; interviewing applicants and making selections; reviewing, approving, and implementing disciplinary actions and terminations; assigning work and planning and scheduling staff's work activities and deadlines; reviewing work and recognizing employees' work efforts and accomplishments; providing career development mentoring and recommending training and career development opportunities; ensuring that employees are properly trained; reviewing and approving timesheets and requests for leave; and supporting and ensuring compliance with County and Department policies and procedures including those related to equal opportunity and to safety;

- Develops, implements, and evaluates policies, procedures, systems, and programs; and develops solutions to maintain internal controls and improve and streamline business processes to increase efficiency and effectiveness;
- Directs the preparation and monitoring of departmental budget and fiscal operations; monitors program performance against projected performance to ensure budget and program objectives are met; analyzes financial reports to ensure expenditure and revenue comply with projected budget;
- Reviews, assigns, approves and signs all incoming purchase requests and contracts; reviews and approves requests for proposals and requests for bids;
- Oversees surplus storage and sales; issue of supplies, equipment, material and disposal of the surplus equipment and material; trains and supervises subordinate staff regarding procurement of needed commodities, materials and equipment;
- Negotiates and executes lease/purchase and rental agreements; engages independent service contractors on behalf of the County; interviews vendor representatives and develops and maintains harmonious relationships with vendors, the public and other County employees;
- Prepares specifications, request for quotes, advertisements and purchase orders for major capital or complex commodities purchases; maintains bidders list and purchasing records; develops and implements policies and procedures relating to purchasing and allied functions; oversees research into new products, marketing conditions and quantity purchases;
- Meets and confers with other departments and personnel regarding purchasing, mail services and records management.
- Maintains professional knowledge in applicable areas and keeps abreast of changes in job-related rules, statutes, laws and new business trends; makes recommendations for the implementation of changes; reads and interprets professional literature; attends training programs, workshops and seminars as appropriate; and
- Performs other duties of a similar nature or level as assigned.

**EDUCATION AND EXPERIENCE:**

**Education:** Bachelor's degree from an accredited college or university in Business Administration, Accounting, Finance or a field related to the intent of the class is required.

**Experience:** Five (5) years of administrative and/or managerial experience, of which at least one (1) year in professional purchasing or supply management position, and two (2) years of supervisory experience in any field, preferably in a public sector setting.

**LICENSING, CERTIFICATION AND REGISTRATION REQUIREMENTS:**

Applicants are required to possess a valid California Driver's License, Class C.

Possession of one of the following professional certifications is highly desirable:

Certified Public Procurement Officer (CPPO), Certified Purchasing Manager (CPM), Certified Professional in Supply Management (CPSM), Chartered Institute of Purchasing and Supply (CIPS), Certified Professional Public Buyer (CPPB), Certified International Purchasing Professional (CIPP), Certified International Advanced Purchasing Professional (CIAPP).

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS:**

### **Knowledge of:**

- Principles and practices of public administration, including effective organization, administration, fiscal management and supervision.
- Principles and practices of governmental procurement, including marketing, supply chain, product/commodities and surplus; methods employed in the analysis of bids and related purchasing research.
- Principles and practices of leadership, motivation, team building, and conflict resolution.
- Principles of management and enforcement of conditions of a variety of contracts and/or agreements.
- Legislative and regulatory analysis including public agency purchasing, personnel, record retention and storage.
- Personnel management practices, including supervision, selection, training and discipline.
- Records management and property and records disposal requirements and practices.
- Principles of government budget and general accounting.
- Process and procedures of County budget preparation, review and control.
- Effective public relations and governmental policies.
- Applicable federal, state, and local law and regulations applying to public agency operations.
- Standard office equipment; computer software programs and techniques as they relate to performance of duties.

### **Skill and/or Ability to:**

- Provide direction to and supervise the work of others engaged in the delivery of services and administrative activities.
- Plan, organize, and implement all procurement requirements within legal requirements, and financial constraints.
- Comply with laws and regulations and professional practices governing public purchasing services and operations.
- Develop and implement operational policies and procedures.
- Develop goals and objectives and evaluate program effectiveness.
- Identify and analyze administrative/problems and implement operational changes.
- Collect and analyze data to identify needs and evaluate program effectiveness; identify and analyze problems and implement operational changes.
- Make decisions and independent judgments; project consequences of decisions; meet deadlines.
- Understand program objectives in relation to departmental goals and procedures.
- Secure cooperation and teamwork among professional and/or support staff.
- Communicate effectively both verbally and in writing.
- Communicate effectively with people of diverse socio-economic backgrounds and temperaments both verbally and in writing.

- Establish and maintain cooperative working relationships; demonstrate tact and diplomacy.
- Be flexible and adapt to change.
- Maintain accurate records and document actions taken.
- Prepare budgets, funding proposals and narrative and statistical reports.
- Supervise the work of others engaged in procurement activity; interview people to evaluate products and services offered or to select new employees; effectively delegate responsibility and authority to others; determine and evaluate levels of achievement and performance both of subordinate employees and vendors.
- Understand and analyze expenditure reports.
- Operate office equipment including a personal computer, copy and fax machines and printers.
- Drive a motor vehicle.

**PHYSICAL REQUIREMENTS:**

- **Mobility and Dexterity:** Positions in this class typically require stooping, kneeling, reaching, standing, walking, fingering, grasping, feeling (i.e. sense of touch), and repetitive motion.
- **Lifting, Carrying, Pushing and Pulling:** Employees in this class exert up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.
- **Vision:** Positions in this class require the employee to have close visual acuity, with or without correction, to prepare and analyze data and figures, transcribe, view a computer screen, read, etc. Positions in this class also requires employees to have depth perception in order to operate a motor vehicle.
- **Hearing/Talking:** Positions in this class require the employee to perceive the nature of sounds at normal speaking levels with or without correction and have the ability to receive detailed information through oral communication. Positions in this class require the employee to express or exchange ideas by means of the spoken word.

**WORKING CONDITIONS:**

- While most work will be in an office setting, visits to outdoor worksites will require an employee in this class to occasionally work outside and be subject to a variety of weather conditions.
- Employees in this class may be subject to disruptive and confrontational people.

**OTHER REQUIREMENTS:**

- **Background Checks:** The County may conduct a background check and a reference check on candidates prior to appointment to a position within this class. The background check may include the State of California Department of Justice, the Federal Bureau of Investigation (FBI), the Child Abuse Central Index (CACI), and criminal checks in any City/County where the applicant has lived, worked or gone to school.
- **Independent Travel:** Incumbents may be required to travel independently, for example, to perform work at other work sites, to attend meetings with other County employees, to attend meetings with community organizations, etc.

- Hours of Work: Incumbents may be required to work weekends, holidays, irregular hours, on-call, and after normal business hours

**CLASS HISTORY AND CLASS INFORMATION:**

*Kimberly Williams*

**Director of Human Resources**

- Date Approved by the Director of Human Resources: November 10, 2020
- Date Class Title Added to the Listing of Classes & Salaries by the Board of Supervisors: November 10, 2020
- Class Code: 187100