



CLASS SPECIFICATION FOR:

**Deputy County Manager**

**General Statement of Duties:**

Primary responsibilities include managing a flexible portfolio of departments, programs, special assignments and projects; performs a wide variety of highly responsible, highly visible, administrative management and oversight duties in support of County administration and officials, the County Manager and Board of Supervisors (BOS) and County operations; maintains and communicates a strategic vision to identify and address current and future County operational needs and community needs; cultivates and maintains productive working relationships with governmental and non-governmental entities; maintains a thorough up-to-date knowledge of state and federal regulations impacting the County's operations, programs, services, projects and the public needs and interests relevant to the assigned portfolio of departments/duties; performs related work as required.

**Distinguishing Features of Class:**

Incumbents serve at the pleasure of the County Manager and routinely work closely, collaboratively and with agency heads, key County Officials, other public officials, regional partners and the public to monitor and promote the interests and operations of Henrico County in support of community needs and interests. Portfolio responsibilities are assigned by the County Manager and are subject to change based on community or organizational needs. Portfolio responsibilities include providing administrative oversight and strategic vision for the assigned portfolio's staff and operations through directives and collaborations with department heads and department management teams; developing and implementing administrative policies; participating in and assisting with budget preparations and reviews; handling or directing special projects from concept to completion; serving as liaison as assigned to promote the interests, needs and programs of the County; and performing a wide variety of other highly responsible, confidential, or sensitive duties as assigned. Through frequent meetings, discussions and other contacts with the County Manager, department heads and staff, the incumbent is required to stay well informed and up to date on the assigned portfolio's operations, needs, challenges, regulatory environment and changes' impact; capital needs/projects; current and anticipated projects; and other needs, issues and developments impacting the conduct of County government. Requires wide-ranging proficiencies in political savvy, interpersonal and communication skills to interact effectively and productively with a diverse and complex array of target audiences, internal and external stakeholders.

**Examples of Assigned Duties** (*illustrative only of the types and scope of duties and responsibilities assigned to positions in this class*):

- Collaborates closely with department heads, management teams and other personnel/resources in a portfolio, legislative and regulatory stakeholders, and community stakeholders to identify and address current and future needs and to develop a viable strategic vision for meeting identified needs efficiently and cost-effectively;
- Provides guidance, strategic direction, administrative oversight, coaching/mentoring and collaborates closely with the department heads in a portfolio to ensure the strategic organization and utilization of resources, services, projects, etc., ensure regulatory compliance, and to ensure efficient cost-effective operations and delivery of programs and services;
- Builds and sustains positive productive partnerships with County Officials and personnel, local, state and federal legislative and regulatory stakeholders, regional partners, community-based organizations and groups, businesses and business groups to generate partnerships to develop, promote and support County interests, programs and services;
- Develops and maintains an extensive knowledge of the portfolio's regulatory environment, budgets, budgetary opportunities and challenges, available resources, personnel, programs and services;
- Provides expertise on federal, state and local regulations, legislation, policies and procedures impact on Henrico County and service delivery to County residents;
- Provides effective supervision of assigned staff including time reporting, schedules, leave and planned absences, performance evaluations, and other related activities not limited to selection, coaching, mentoring, providing feedback, disciplinary actions and providing development opportunities for assigned staff;
- Establishes and cultivates open, effective communication channels between the County's leadership teams;
- Proactively analyzes community needs and trends to anticipate future service delivery challenges and opportunities;
- Evaluates need for development of new and proposed changes to existing policies, practices, procedures, services, etc. and collaborates closely with department heads to implement necessary and approved policies, practices, procedures, services, etc.;
- Ensures ongoing and frequent contact with the County Manager to keep the County Manager well informed and up to date on the portfolio's operations, needs, challenges, regulatory environment and changes' impact, capital needs/projects, current and anticipated projects, and other needs, issues and developments impacting the conduct of County government and operations as well as related community needs and interests;
- Serves on quasi-governmental bodies/authorities and regional organizations as assigned;
- Prepares and presents information, reports and other types of presentations to boards, councils, commissions, community groups, employee groups, stakeholder groups, the general public and other relevant regulatory and interested stakeholders as needed;
- Serves as a liaison for designated County administration and officials with the public, legislators, regulatory agencies, regional partners, etc. as assigned;



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- Receives requests and complaints from the public concerning the portfolio and ensures proper follow-up and resolution;
- Represents the County Manager and the county in internal work groups, or external groups as assigned;
- Represents the County Manager and other county Officials at meetings as assigned;
- Develops and maintains a sound working knowledge of technology and equipment utilized in support of department operations as well as trends in relevant technological advances;
- Routinely required to work a flexible schedule to perform assigned duties at various locations Countywide, locally, etc.;
- Performs other duties as assigned.

**Required Knowledge, Skills and Abilities:**

Extensive knowledge of the principles and practices of public administration; extensive knowledge of the geographical and socioeconomic factors impacting the scope and functions of County operations, services programs, etc.; extensive knowledge of the operations, laws and regulations, business and management practices applicable to an assigned portfolio of departments, programs, special assignments and projects; extensive knowledge of current developments and sources of information relevant to an assigned portfolio; accurate working knowledge of County rules, regulations, policies, procedures, and directives; sound working knowledge of the rules, regulations, policies, procedures, and directives for an assigned portfolio; excellent critical thinking and problem solving skills with the ability to appropriately analyze, address and resolve a variety of concerns, questions and issues related to an assigned portfolio within established protocols, including under stressful, adverse and emergency conditions; excellent judgement with the demonstrated ability to accurately collect and synthesize data, consider and weigh a variety of relevant factors and make accurate determinations, decisions and recommendations; personal accountability and professional integrity; demonstrated excellent political savvy and astuteness; demonstrated sound understanding of the assigned portfolio's role within the context of the larger role in Henrico County Government and the community; demonstrated ability to effectively communicate and implement the County's mission; excellent organization skills with the demonstrated ability to effectively multitask, plan, organize, delegate and direct staff and operations effectively; demonstrated ability to positively and effectively motivate and lead diverse populations of stakeholders; sound financial skills with a sound working knowledge of the budgetary and purchasing practices and systems; sound data collection and management skills with the demonstrated ability to prepare a variety of reports and other documentation; ability to read and consistently comprehend, interpret, apply, explain, communicate and enforce complex ideas, technical information and regulations accurately, clearly and concisely, both orally and in writing, to diverse array of internal and external stakeholders; demonstrated sound computer skills with ability to use typical business software, proprietary software and applications incidental to assigned duties; excellent interpersonal and communication skills (written and verbal) with the ability to interact professionally with diverse array of County staff and populations and relevant internal and external stakeholders; demonstrated ability to work independently and as part of a team; ability to collaborate effectively to establish and maintain a good working relationships with all levels of department staff, County staff and officials, the public, and other relevant internal and external stakeholders; demonstrated ability to serve as a positive role model for subordinate personnel by leading by example, maintaining open effective two-way communication channels, and by providing a work environment which builds upon individuals' differences in personnel while focusing on effective collaborations to achieve the County goals and meet the County's operational needs as well as the public's needs and interests; demonstrated excellent supervisory skills with the ability to foster and maintain high morale and engagement; excellent customer service skills with the demonstrated ability to interact patiently, respectfully and with tact and courtesy. Must be able to positively and appropriately represent the County internal and external stakeholders. May be required to work a flexible schedule as needed.

**Minimum Education and Experience:**

Education: Four (4) year degree in public administration or other relevant field; prefer master's degree in public administration or other relevant field;

Experience: Ten (10) years of progressively more responsible work experience including five (5) years of supervisory experience and relevant experience at an upper management level such as Director, Assistant Director or higher;

OR: Any equivalent combination of education, experience and training which provides the required knowledge, skills and abilities.

**Additional Requirements:**

**NOTE:** Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

**NOTE:** All employees are required to successfully complete National Incident Management System (NIMS) Incident Command System (ICS) 700 (Introduction) training. Successful completion of additional NIMS ICS training courses may be required based on the job classification, level of responsibility, and department. Please refer to Fire's Intranet site for a list of NIMS ICS requirements by job classification.

- Valid driver's license to perform assigned duties at various locations Countywide.
- Ability to routinely work a flexible work schedule in order to perform assigned duties at various locations and attend meetings and other job-related activities occurring outside of the County's regular hours of operation (8 a.m. – 4:30p.m.).
- May serve as essential personnel during natural and man-made incidents/events requiring the activation of a centralized Incident Command Center.
- May have additional requirements based on assigned portfolio.