

FIRE DEPARTMENT  
SANTA CLARA COUNTY

**DEPUTY DIRECTOR OF PERSONNEL SERVICES**

DEFINITION

The position of Deputy Director of Personnel Services, under general direction, undertakes, coordinates and performs difficult and responsible professional mid-level management functions associated with Department or division administration; provides management-level support to A-Staff and other management employees; develops, plans, manages and coordinates assigned program responsibilities; conducts complex research and analysis and preparation of reports; and may supervise professional and paraprofessional and/or clerical staff.

This classification is a Fair Labor Standards Act exempt, non-represented position in the Classified Service.

DISTINGUISHING CHARACTERISTICS

This is the highest-level classification within the Management Analyst series. This classification differs from the next lower level of Management Analyst in that the Deputy Director of Personnel Services is expected to handle the most complex analysis work and oversee/lead and direct or supervise the work of the Management Analysts and Associate Management Analysts, Administrative Assistants, Personnel Services Technicians, etc. within the assigned division and may be tasked with overseeing aspects of the day-to-day operations of the division. The Deputy Director of Personnel Services may be tasked with directly training or overseeing the training of lower-level staff within the assigned division as well as Department-wide trainings. The Deputy Director of Personnel Services is also expected to be able to occasionally fill in for the Deputy Chief/Director of the division as needed and appropriate. The Deputy Director of Personnel Services differs from the Deputy Chief/Director classification in that the latter is responsible for the overall performance of the division and strategy development.

Typical assignment areas include, but are not limited to, personnel, budgeting, management and organization, workflow, systems development, program evaluation, policy and procedure development, management information analysis, classification, recruitment and examination, employee relations, labor relations, employee training, benefits, test validation and career development. Incumbents may be assigned to either a specific analysis activity, such as budget review or operation analysis, or to a generalist assignment with responsibility for dealing with a wide array of analytical staff assignments, many of which may be of a confidential nature. Incumbents are expected to be capable of performing a variety of highly complex management analysis techniques and procedures.

Assignments at this level require considerable judgment and discretion, and a complete understanding of appropriate management principles and techniques. Recommendations and commitments made at this level have considerable weight, and personal contacts involve negotiating, advising, and gaining acceptance of one's own ideas by others.

EXAMPLES OF DUTIES

Depending on the assignment, duties may include, but are not limited to, the following:

- Assist the Deputy Chief/Director of the division with administration and maintenance of the division.
- Conduct highly complex research and analysis in preparation of labor negotiations; prepare reports and recommendations for bargaining unit contract revisions.
- Perform and/or lead analytical studies and surveys on organizational, procedural, budgetary requirements, personnel management and other related management functions and prepare thorough reports.
- Assist in the development and monitoring of the division budget; coordinates as appropriate with the Business Services Division on fiscal matters.
- Gather and analyze information and does completed staff work including proposing recommendations on administrative, fiscal, organizational, personnel and other related management problems.
- Conduct highly complex workload and staffing analysis, compensation analysis, recruitment and examinations, employee benefits, accounting, statistics, finance management information system and/or information technology.
- Develop, implement and have program responsibilities for Department-wide projects and programs.
- Manage assigned program areas; plan and coordinate major research or administrative projects; compile and analyze data pertaining to personnel program policies and issues; evaluate alternatives and make recommendations for action; recommend and develop new and revised policies and procedures; prepare reports and recommendations for Deputy Chief/Director of division and/or A-Staff.
- Interview and consult with departmental officials and employees, representatives from other organizations and the general public to give secure information.
- Prepare and present statistical data and makes recommendations in written, graphic and oral form.
- Make verbal presentations to management, employees, boards, commissions and the public.
- Act as departmental resource on any questions in the area studied.
- May conduct studies requiring inter-departmental coordination.
- Stay current on local, state and federal legislation affecting public sector labor law.
- Assist in the development and implementation of Department and division goals, objectives, policies and procedures; educate employees and managers on policies and legal compliance; analyze and recommend strategies to improve effectiveness of operation.
- Plan, develop, coordinate and present training sessions related to area of assignment.
- Represent assigned division in interdepartmental and public meetings.

EXAMPLES OF DUTIES: (continued)

- May supervise, train and evaluate professional, paraprofessional and/or clerical staff assigned to division; may provide direction to contractors.
- May represent the Department in labor and management issues; may conduct preparatory research on contract and bargaining matters for labor negotiations, including surveying prevailing wages, benefits and working conditions, and analyzing labor proposals.
- May conduct personnel investigations as assigned.
- Perform other related duties as required.

EMPLOYMENT STANDARDS

Education and Experience: A bachelor's degree from an accredited college or university in the preferred areas of economics, finance, business administration, public administration, human resources, social studies, information technology, communications or an approved related field.

AND

Five (5) years of increasingly responsible management/administrative analytical work experience in area of assignment.

AND

Two (2) years of supervisory experience or three (3) years of lead experience.

Knowledge Of:

- Principles, practices and trends of public and business administration.
- One or more of the following areas:  
Administration, personnel, budgeting, workload and staffing analysis, position classification and pay, recruitment and examination, employee relations; employee benefits, accounting, statistics, finance management information system, information technology.
- Basic governmental functions and organizations.
- Pertinent local, state and federal rules, regulations and laws.
- Principles and practices of government and government programs in assigned area of responsibility.
- Research methods and statistical analysis.
- Communications techniques required for gathering, evaluating and transmitting information.
- Methods and techniques of record keeping and report preparation and writing; proper English, spelling and grammar.
- Principles of organization and administration.
- Office methods, procedures, software and equipment.

Ability To:

- Develop, coordinate and effectively manage work programs; independently develop and coordinate effective systems, programs, and procedures.
- Assist in the development, coordination and management the division budget and monitor budget throughout the fiscal year.
- Coordinate and effectively facilitate employee events and activities.
- Develop, conduct and deliver employee training presentations.
- Analyze complex personnel issues, and develop and implement appropriate responses; advise and counsel supervisors and employees regarding best course of action; analyze facts and conflicting data and reach sound, logical conclusions.
- Interpret, explain and apply applicable Department policies and state and federal laws, memoranda of agreement, and codes and regulations.
- Facilitate consensus building and discussion of sensitive issues in order to effectively resolve employment matters; gain concurrence and cooperation through discussion and persuasion.
- Manage projects effectively.
- Effectively organize, prioritize and follow-up on work assignments.
- Develop and implement comprehensive work plans in a timely and competent manner.
- Supervise, direct, train and evaluate subordinate staff.
- Develop and implement revisions to standard operating procedures to improve effectiveness and/or comply with regulatory changes as appropriate.
- Make sound decisions within established guidelines.
- Maintain accurate records.
- Follow written and oral directions.
- Communicate clearly and concisely, both orally and in writing.
- Make public presentations.
- Work independently and as a member of a team.
- Establish and maintain effective working relationships.
- Observe safety principles and work in a safe manner.

Working Conditions/Physical Demands: Work is typically performed in an office environment; contact with staff and the public. Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication, use of office equipment including computers, telephones, calculators, copiers, printers, fax machine, scanners, etc.

Required Licenses or Certificates: Possession and continued maintenance of a valid class C California driver's license and a safe driving record may be required or the ability to provide alternative transportation, as approved by the appointing authority.

Pre-Employment Requirements: The candidate will be required to complete and pass a Live Scan fingerprint, background check and medical examination.