



Grand Traverse County, MI Job Description

Director of Commission on Aging

GENERAL SUMMARY

Primary functions of the job are to plan, develop, administer, and evaluate department service programs and supervise professional and support staff.

Employees must meet the minimum requirements, conditions of employment, and be able to successfully perform all essential duties and responsibilities with or without reasonable accommodations.

This position may require irregular hours. May also be required to work on-call in an emergency. This position may require travel by the employee in the employee's own vehicle.

PRIMARY DUTIES AND RESPONSIBILITIES (may include but are not limited to the following)

- Directs, manages, administers, monitors, and oversees all operations and activities of the department in a manner that conforms to the mission, goals, and objectives of the County. Participates in the work of subordinate employees as necessary. Ensures the smooth, harmonious, and successful operations of the department.
- Supervises all staff of the department, either directly or indirectly through subordinate supervisors, including interviewing and selecting of job applicants, training, overseeing work, participating in disciplinary decisions and actions, and establishing and evaluating appropriate performance standards in accordance with County objectives.
- Develops strategic plans for the department, including evaluating operations and functions, developing business plans and strategic initiatives, generating ideas and plans for improvements, developing, and implementing new procedures and policies, assessing staffing needs, analyzing financial and operations data, and related activities.
- Prepares the annual budget for the department; reviews financial reports to ensure adherence to budget; prepares budget adjustments; reviews and authorizes accounts payable/receivable activities; manages assigned accounts and funds. Performs other financial functions and responsibilities specific to the department, which may include fundraising, seeking additional funding methods, managing grants. Directs and manages community or public relations activities, representing the department to the public. Oversees the development of press releases, website content, newsletters, marketing plans, promotional materials, annual or periodic reports, etc. Participates in community events and partnerships; serves on community boards, committees, or groups; speaks at events and local meetings.
- Provides comprehensive customer service, including delivery of accurate, prompt, and courteous assistance on complex policies, guidelines, and standard practices to internal and external customers, both verbally and in writing. Investigates and resolves complaints and concerns from customers and constituents.
- Manages contracts with vendors and contractors. Develops requests for proposal/price packages, selects vendors/contracts, specifies contract terms, provides direction to and oversees/evaluates the work of vendors/contractors.
- Responds to requests for information and provides subject-matter-expert guidance to other departments, citizens, the public, and/or outside agencies.

- Collaborates with County leadership, other County departments, representatives of other jurisdictions/agencies to establish and maintain optimal department operations and appropriate services to constituents and customers.
- Ensures compliance with statutory responsibilities and directives; evaluates and communicates the impact of potential legal or regulatory changes on the department and the County. Seeks to ensure that
- department activities, procedures, and outcomes are consistent with industry standards and best practices.
- Conducts or oversees a variety of special projects, including research, data analysis, and reporting related to the department's function or mission.

EDUCATION, FORMAL TRAINING, AND EXPERIENCE (minimum requirements)

- Bachelor's Degree in Nursing, Social Work, Gerontology, Public Administration, Business Administration, or related field with master's degree preferred.
- Six to eight years progressively responsible and directly related experience working for senior service-related businesses, organizations, or agencies.
- Two years of supervisory experience working for senior service-related businesses, organizations, or agencies.
- Senior services program development and implementation experience.

CERTIFICATIONS, LICENSES (minimum requirements)

- Must have valid driver's license and personal vehicle insurance and maintain eligibility to drive as per the County's Vehicle policy.

CONDITIONS OF EMPLOYMENT (minimum requirements - legal or contractual pre-employment obligations and/or requirements, such as drug testing, background check, etc.)

A background check may be required initially and periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include but is not limited to confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the applicant's or employee's suitability to perform the required duties and responsibilities of the position.

- May be required to serve in an "on-call" capacity

DISTINGUISHING CHARACTERISTICS

Work involves the development of new guidelines and techniques, establishing criteria or developing new information where guidelines may not exist for all situations and considerable independent judgment, personal discretion, and resourcefulness are needed to interpret circumstances, and to make decisions in major areas where there may be uncertainty in approach, methodology, and interpretation. Errors at this level could lead to extraordinary costs, major litigation, destruction of property, loss of funding, or failure of the agency to accomplish its mission and may require the intervention of the County's senior executives to resolve or may not be resolvable.

- This job is not part of a series

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS

May be required to climb or balance; reach with hands and arms; sit; stand; stoop, kneel, or crouch; talk and hear; used hands to finger, handle, or feel. May occasionally be required to lift/move up to 25 pounds.

KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES (minimum requirements)

- Advanced proficiency in English grammar, spelling, punctuation.
- Advanced knowledge of federal, state and local legislation, regulations, and ordinances relevant to the department.
- Advanced knowledge of the procedures, policies, practices, and fields of knowledge specific to the department.
- Knowledge of governmental accounting, budgeting, financial management, and procurement.
- Thorough knowledge of County functions, organization, and the department's role and relationships with other agencies/jurisdictions.
- Understanding of the County's culture, mission, and organizational dynamics.
- Knowledge and ability to use a personal computer to prepare reports, maintain records, search for and compile data.
- Advanced interpersonal skills necessary to develop and maintain effective and appropriate working relationships with customers, co-workers, and representatives of other agencies.
- Knowledge of supervisory and employee management principles, as well as knowledge of labor relations and union contract negotiations.
- Knowledge of applicable employee rights, protections and avenues of appeal.
- Knowledge of applicable policies and procedures governing the hiring, employment and separation of employees.
- Skill in assigning, prioritizing, monitoring, and reviewing work assignments.
- Skill in mentoring and training employees with varying educational backgrounds and aptitudes.
- Skill in anticipating potential personnel issues and taking appropriate action.
- Skill in crisis management, including the management of critical incidents.

- Ability to work in a unionized environment; ability to negotiate and facilitate labor/management issues; ability to make tough personnel decisions firmly, fairly, and respectfully.
- Ability to lead with vision and demonstrate strong leadership qualities.
- Ability to take initiative and drive organizational excellence.
- Ability to develop and implement managerial policies and prioritize the needs of the department.
- Ability to develop and execute strategic plans, champion, and manage change, and articulate County leadership's priorities.
- Ability to identify and resolve problems that may impact the mission of the department and the County.
- Ability to represent the County appropriately and effectively at a variety of community events and activities in support of positive public relations initiatives and develop liaison relationships between the community and the County.
- Ability to persuade others to gain concurrence or to resolve problems and gain cooperation.
- Ability to interpret and explain complex policies, processes, regulations, and applicable laws in layman's terms.
- Ability to consistently demonstrate sound ethics and judgment.
- Ability to think analytically and apply sound judgment, solve problems, make effective decisions, and act with integrity.
- Ability to comprehend, process and apply both verbal and written skills appropriate to the job.
- Ability to facilitate meetings effectively and efficiently.
- Ability to accurately organize and maintain paper documents and electronic files.
- Ability to maintain the confidentiality of information and professional boundaries.
- Ability to use County resources effectively and efficiently.