**Class Summary**

The responsibilities of this classification include serving as the senior advisor and assistant to the director in a large and complex department. Incumbents ensure alignment of the department’s strategic direction; provide leadership to senior management staff and service staff; serve as a key member of the department’s Executive Team, and may act as the director in their absence. This classification is responsible for managing considerable public and media interaction, interagency coordination and providing effective/responsive communications.

Distinguishing Characteristics

This is the second level in a two-level classification series. This classification is distinguished from the Chief of Staff I in that Chief of Staff II is the senior advisor that supports directors of large and complex departments. This postion provides professional administration support on projects and/or issues that are highly visible, politically sensitive and have far-reaching ramifications.

The Chief of Staff series is distinguished from the Chief Financial Officer in that the CFO is responsible for management and supervision of the Department’s financial policy development, and strategic long-range financial planning including departmental budgeting process for capital and operating budgets.

**Note:** The Director of Human Resources (DHR) Director or designee must review and approve the use of this classification prior to recruitment.

Examples of Duties

1. Provide leadership to functions undertaken in the deparment director’s office and represent the director and the department on matters of institutional significance.
2. Oversee and manage the flow and exchange of information, streamline operations, track and ensure that director accountabilities for assigned responsibilities are achieved.
3. Identify and manage critical issues that have significant public impact which require the attention of the director and/or other managers.
4. Assure positive interactions with key constituents and drive initiatives on behalf of the director and the department.
5. On behalf of the director, convene and coordinate development of policies and issues with the department’s senior management team and other internal and external stakeholders.
6. Work with the director to maintain and fulfill the department’s core responsibilities to the County Executive, the County Council and other governmental agencies .
7. Contribute to the vision, mission and values of the department through responsible and effective leadership and work performance; serve as a key member of the department’s Executive Team.
8. Support and sustain the department as a high-performing organization which models excellent organizational performance and exemplary customer service.
9. Design and monitor the director’s schedule to assure fulfillment of appropriate work-driven activities and accessibility consistent with the strategic needs of the director.
10. Ensure that the director is well prepared and in possession of materials and data required for meetings, conferences and other scheduled public events.
11. Perform other duties as assigned.

**Knowledge/Skills**

Extensive management and leadership experience in a large public setting, operating within a complex multicultural and diverse environment, government, communications, public relations and/or related environment

Working knowledge of techniques for building and sustaining community and public relationships

Knowledge of County, local government and issues

Knowledge of federal and state regulations involving government and legislative activities

Knowledge of public sector issues involving organizational structure and project management initiatives

Knowledge of effective management practices in a labor-intensive environment

Knowledge of and sensitivity to multi-cultural and diversity issues, including managing and interacting with a multi-cultural staff from varying demographic backgrounds

Skill in analytical and critical thinking and strategic confluence

Skill in consensus building, policy analyses, informed debate and interaction, and effective decision-making

Skill in identifying key business issues from multi-disciplinary perspectives

Skill in preparing and presenting effective and accurate information

Skill in managing, interacting, recruiting and demanding accountability out of a diverse staff

Ability to lead professionals through collaboration and influence

Ability to think critically and strategically, foster creativity and encourage problem-solving

Ability to manage and direct staff in an environment of change, to provide clear expectations and directions, and to make difficult and challenging decisions

Ability to relate complexities to individuals and to persuasively and professionally influence varied constituencies, including employees, customers, stakeholders and elected officials

Ability to coach, counsel and develop diverse employees, and to foster and model effective customer service

Ability to effectively engage in and sustain relationships with people from diverse cultures and socio-economic backgrounds

Ability to work independently and as a team member

Demonstrated proficiency with business applications, such as Microsoft Office suite

**Education and Experience Requirements**

Bachelor’s degree, preferably in public administration or related field, and progressive leadership experience

Or any combination of education and experience that clearly demonstrates the ability to perform the job duties of the position

**Licensing, Certification and Other Requirements**

Some licenses, certifications and other requirements determined to be necessary to meet the business needs of the employing unit may be required

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| **FLSA Designation** | Exempt (Administrative) |
| **Service Status** | Career Service |
| **EEO Code** | 1 |
| **Levels within same series** | Chief of Staff I & II |
| **Class History** | 05/2008 – Created01/2017 – Updated content1/2019 – Updated series |