

**Job Title: Assistant Director Human Services**

**Department:** Human Services  
**Immediate Supervisor:** Director Human Services

**BRIEF DESCRIPTION OF THE JOB:** Assists the Director in all areas of administration. Assists in the design and implementation of automated records management and automated computer links.

**ESSENTIAL FUNCTIONS:**

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

Percentage of Time      Physical Strength Code

1) Manages the office by monitoring office supplies and equipment needs, ensuring the availability of services in the facility, monitoring physical plant needs, reporting issues to Director, supervising office staff in the absence of the Director, coordinating conference room use, scheduling volunteers and part-time work, managing building key inventory and distribution, monitoring customer service provided at the front desk and maintaining employee time records.	25%	S
2) Assists in the development of policies and procedures and maintenance of records system by maintaining knowledge of records management resources, determining the customization and procedural needs of manual and automated systems, customizing automated systems, developing and maintaining written policies and procedures, monitoring service delivery systems and submitting suggestions for improvement.	25%	S
3) Manages the automated computer systems for the office by monitoring computer hardware and software applications, performing backup operations, coordinating with the Information Systems Department to ensure adequate network systems and assisting in the development, implementation and utilization of new technology.	20%	S
<p><b><u>Physical Strength Column:</u>    S - Sedentary    L - Light    M - Medium    H - Heavy    VH - Very Heavy</b></p>		

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**ESSENTIAL FUNCTIONS: (continued)**

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

Percentage  
of Time

Physical  
Strength  
Code

4) Assists the Director in administration by developing and managing automation reports, compiling various reports, entering customer data into automated system, preparing communications for meetings and conferences, developing and maintaining various data files, monitoring overall center operations and assisting with special projects as assigned.	10%	S
5) Provides customer service by answering telephones, greeting visitors and assisting with the screening processes.	10%	S
6) Provides various training for staff by registering staff for various off-site training events, providing on-site training in customer service, records management, procedures and other issues, monitoring training needs of staff and assisting in training and assisting in hiring duties.	10%	L
<p align="center"><b><u>Physical Strength Column:</u>    S - Sedentary    L - Light    M - Medium    H - Heavy    VH - Very Heavy</b></p>		

**PHYSICAL DEMANDS**

*Overall Physical Strength Demands:*

Sedentary     Light     Medium     Heavy     Very Heavy

*Codes: for each physical demand code listed:*

*C = Continuously    F = Frequently    O = Occasionally    R = Rarely    N= Never*

*This is a description of the way this job is currently performed; it does not address the potential for accommodation.*

Physical Demands	Frequency Code	Description
Standing	O	Assisting at the front desk
Sitting	F	Desk work, meetings
Walking	O	To other offices
Lifting	R	Books, papers, files
Carrying	R	Boxes
Pulling	N	
Pushing	N	
Using Fine Dexterity	C	Computer keyboard
Reaching	N	
Kneeling	N	
Crawling	N	
Twisting	N	
Climbing	N	
Balancing	N	
Seeing	C	Reading, computer screen
Hearing	C	Communicating with personnel and on telephone
Talking	C	Communicating with personnel and on telephone
Using Foot Controls	N	

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**Machines, Tools, Equipment and Work Aids:**

Computer and related software, telephone, calculator, fax machine, copier, scanner, scheduler

**Environmental Factors:**

Exposure to and frequency:

D = Daily      S = Seasonal      W=Several Times Per Week      M=Several Times Per Month

<b>ENVIRONMENTAL FACTORS</b>					
Dirt and Dust	N	Extreme Temperatures	N	Noise and Vibration	N
Fumes and Odors	N	Wetness/Humidity	N	Darkness or Poor Lighting	N

<b>HEALTH AND SAFETY</b>					
Mechanical Hazards	N	Chemical Hazards	N	Electrical Hazards	N
Fire Hazards	N	Explosives	N	Communicable Diseases	M
Physical Danger or Abuse	D	Other (specify)			

<b>PRIMARY WORK LOCATION</b>					
Office Environment	X	Warehouse		Shop	
Vehicle		Outdoors		Other:	

**Protective Equipment Required:**

N/A

**Non-physical Demands:**

Frequency Codes:      F = Frequently      O = Occasionally      R = Rarely

Time Pressures	F	Emergency Situations	F
Frequent Change of Tasks	F	Irregular Work Schedule/Overtime	N
Performing Multiple Tasks Simultaneously	F	Working Closely with Others As Part of a Team	C
Tedious or Exacting Work	N	Noisy/Distracting Environment	F

## **JOB REQUIREMENTS**

### **Formal Education:**

Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with a two year associate's degree, diploma or equivalent from a college, technical, business, vocational, or correspondence school. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.

### **Experience:**

Over one year up to and including two years experience is required.

### **Certifications and Other Requirements:**

Valid Class C Texas Driver's License

### **Supervisory:**

Work requires supervising and monitoring performance for a regular group of employees or a work unit, including providing input on hiring/disciplinary actions and work objectives/effectiveness, and realigning work as needed.

## **Contacts**

The incumbents in this position contact others within the organization. These contacts may involve similar work units or departments within the County which may be involved in decision making or providing approval or decision making authority for purchases or projects. In addition, these incumbents work with individuals outside the County who may belong to professional or peer organizations. Working with various state and federal agencies may also be required of the employee. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, brokers and sales representatives.

**Signatures - Review and Comment**

I have reviewed this job analysis and its attachments and find it to be a fair description of the demands of this job.

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Job Title of Supervisor

\_\_\_\_\_  
Signature of Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Job Title of Department Head

\_\_\_\_\_  
Signature of Department Head

\_\_\_\_\_  
Date

**Comments:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change by the County Government as the needs and requirements of the job change.