

DEPARTMENT OF CHILD SUPPORT SERVICES

Protecting our most precious resource.



ANTICIPATED HIRING RANGE:
\$120,000 to \$130,000 Annually



CHIEF, DEPARTMENTAL OPERATIONS CHILD SUPPORT SERVICES

The County of San Diego is seeking a motivated leader to assume responsibility as a **Chief, Departmental Operations** for the Department of Child Support Services.

The incumbent will direct and coordinate staff in carrying out a variety of Department programs that involve oversight of operational and/or administrative functions. The incumbent will be responsible for aligning program activities with Department initiatives and creating opportunities for functional threading.



The Position

DEPARTMENT OF CHILD SUPPORT SERVICES

Chief, Departmental Operations (Child Support Services)

The Chief, Departmental Operations serves in an unclassified management position. Under general direction of the Deputy Director, this Chief will:

- Have oversight of a major functional area within Child Support Services
- Contribute as a senior leader of the Department, providing strategic level guidance and recommendations to the Executive Team
- Establish collaborative working relationships with internal and external partners to ensure cohesive partnerships built on transparency and effective communication
- Ensure a cost effective and efficient allocation of resources between and among teams/units, evaluate efficiencies, and devise/implement solutions to enhance organizational effectiveness
- Effectively apply leadership skills to promote a positive work environment, to motivate/engage staff, and obtain buy-in

Minimum Qualifications

Qualifying candidates will possess a bachelor's degree from an accredited U.S. college or university, or a foreign studies equivalency **AND**, five (5) years of experience that demonstrates the ability to perform the essential functions of the classification. Experience must include two (2) years of management or supervision. A combination of experience and/or education may also qualify candidates.

Notes: A master's degree or higher degree may substitute for a total of one year. In order for education to substitute for work experience as indicated above, college level coursework must demonstrate progress toward a degree and may be substituted on a year-for-year basis.

Qualifying experience will include CAO Staff Officer or Project Manager experience that involves leading projects.



Ideal Candidate

COUNTY OF SAN DIEGO

The ideal candidate will be a motivated leader who values collaboration and can balance multiple priorities.

Their professional history will demonstrate the following:

Results Focused / Strategic

- Accomplishes day-to-day operational and administrative assignments while demonstrating appropriate sense of urgency
- Achieves expected quality and quantity of results, and appropriate focus on outcomes
- Strong customer service focus through direct customer contact and/or commitment to the department's mission and the families we serve
- Recognizes potential adverse consequences of actions
- Incorporates educated risk management and mitigation strategies into planning
- Anticipates and meets customer needs, balances short-term and long-term goals

Leadership / Managerial Skills

- Fosters a collaborative approach across all program support and operational functions in support of achieving the Department's mission
- Seeks out and positively accepts staff-initiated recommendations for improved productivity, better service or work process cost reduction
- Consistently applies high ethical standards of behavior to work assignments, decision-making and associations
- Supervises and leads various levels of support staff
- Works collaboratively with direct reports to align personal development and goal achievement with business objectives

Judgment / Decision Making Skills

- Proactively and effectively formulates strategies supporting departmental goals and makes decisions consistent with department objectives and strategic goals
- Identifies and resolves technical issues and problems through good judgment and decision making utilizing technical expertise
- Analyzes problems and proposes solutions while dealing with changing priorities
- Incorporates educated risk management and mitigation strategies into planning

Relationship Building / Effective Communication Skills

- Creates rapport and conducive working relationships
- Uses diplomacy when dealing with challenging situations and /or people
- Involves appropriate people in plans and decisions, recognizes and respects the value of diversity

Salary & Benefits

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Benefits:

- Fifteen days of paid vacation, thirteen days of paid sick leave, ten days of executive time-off, and fourteen paid holidays
- Medical, dental, and vision insurance plans
- Disability Insurance, Life Insurance, and Accidental Death/Dismemberment Insurance
- Flexible Management Benefit Package – a monthly credit may be used to select benefits from a group of options
- Defined benefit retirement program with San Diego County Employees Retirement Association. Please visit sdcera.org for additional details on the generous employee retirement plan offered to County employees
- Deferred Compensation Program 457 and 401(a) plans
- May be eligible for relocation expense of up to \$15,000
- View the detailed Benefit Plan for [Unclassified Management \(UCL\)](#)



COUNTY OF SAN DIEGO DEPARTMENT OF CHILD SUPPORT SERVICES

Our Commitment:

“Help today for a successful tomorrow by empowering our team to have a positive impact.”

The Department of Child Support Services (DCSS) is the local agency responsible for administering the Federal and State Title IV-D child support program. Federal and State law governs the Department with oversight by the California Department of Child Support Services.

#MakingADifference





The Community

COUNTY OF SAN DIEGO

San Diego County Facts:

- 3,359,630 2023 Est. Population
- 4,526 Square Miles
- 70 Miles of Coastline
- 18 Incorporated Cities

San Diego Weather Averages:

- Average Temperature: 63.65°F
- High Temperature: 69.8°F
- Low Temperature: 57.5°F
- Average Rainfall: 10.4 Inch

WORK WHERE YOU PLAY!

From our world-class beaches to almost year-round sunny weather, the County of San Diego offers our residents much more than sun and waves. Downtown you can watch a Padres game at Petco Park or enjoy one of the fine-dining restaurants in the Gaslamp.

Heading east you will eventually find mountains, that may be covered in snow depending on the time of year. Head south and you will start to truly see the diversity in both geography and cultures. And head west, you will run into over 70+ miles of pristine coastline.



The County of San Diego is committed to valuing diversity and practicing inclusion because our diverse workforce is our greatest asset and our customers are our number one priority.



The County of San Diego and its employees embrace the vision of: a just, sustainable, and resilient future for all.

Our values include: integrity, equity, access, belonging, excellence, and sustainability. Each of which are infused throughout our operations. While also embracing a mission of strengthening our communities with innovative, inclusive, and data driven services through a skilled and supported workforce. Click here for more information on our [Strategic Plan](https://sandiegocounty.gov/strategic-plan) (sandiegocounty.gov) as well as our commitment to serve everyone, to build a [Framework for the Future](https://sandiegocounty.gov/framework-for-the-future) that will create a County that works for all.

How to Apply

COUNTY OF SAN DIEGO

APPLICATION PROCESS AND RECRUITMENT SCHEDULE

Applications may be submitted online at www.sandiegocounty.gov/hr; select Current Job Postings, Job Number 230927104UCS. Applications should include academic degrees held and dates conferred, employment history and positions held, dates of services, areas of experience, levels of responsibility, reporting structure, key duties performed, and number of direct reports or staff.

The deadline to submit your application is June 7, 2023 at 11:59 p.m. A first review of applications will be conducted the week of May 31, 2023. Interested candidates are encouraged to apply as soon as possible for consideration.

The Department of Human Resources will remove personally identifiable information from all new recruitments. This practice, called Blind Applicant Screening, will hide a candidate's personal information that could influence or bias a hiring decision. Personal information includes name, phone number, address, gender, age and race. This process will help contribute to a fair and equitable selection process leading to a more diverse and inclusive workforce.

CONTACT INFORMATION:

You may direct any questions regarding the application and selection process to Bryan Faircloth, Executive Recruiter, at bryan.faircloth@sdcounty.ca.gov. Questions about the position or department should be directed to Billie Jean Tamayo, Group Human Resources Director for the Public Safety Group, at Billiejean.Tamayo@sdcounty.ca.gov.

Special Notes:

Persons serving in positions in the Unclassified Service do not accrue tenure and serve at the pleasure of the appointing authority. The provisions of this job announcement may be modified or revoked and do not constitute an expressed or implied contract. Qualified women, veterans, minorities, and persons with disabilities are encouraged to apply. Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions of a job, on a case-by-case basis.

As required by Internal Revenue Service Publication 1075, individuals in positions that have access to Federal Tax Information (FTI), will be subject to a background investigation and a criminal history check. In addition, individuals hired into positions that have access to FTI will be re-investigated at least once every five (5) years.

