

Jurisdictional Class: Non-Competitive  
EEO Category: Officials/Administrators  
Revised: 02/20/2020

## **DEPUTY COMMISSIONER OF SOCIAL SERVICES - ADMINISTRATION**

**DISTINGUISHING FEATURES OF THE CLASS:** This is a high level administrative position responsible for the development, coordination and implementation of staff development and training programs, as well as a comprehensive personnel program that will develop and maintain an effective, high functioning work force to successfully carry out the department's goals and ensure the highest level quality service to the clients. Under the general direction of the Commissioner, an incumbent in this class exercises considerable latitude for the exercise of initiative and independent judgment in the formulation of local policies and procedures to affect the agency's goal. In the absence of the Commissioner, may have direction over personnel and may act as the Commissioner's representative in public presentations or meetings concerning personnel/staff development issues. Supervision is exercised over the work of all subordinate professional, technical and clerical staff. The incumbent performs related work as required.

### **TYPICAL WORK ACTIVITIES:** (Illustrative Only)

Develops and supervises a comprehensive administrative program to include the areas of personnel policy and procedures management consistent with current State and Federal laws, regulations and administrative guidelines and has responsibility for interpreting and enforcing them;

Develops and supervises recruitment and selection, making hiring recommendations;

Oversees program development and formulation of department policy for the administrative and staff development functions of the department;

Establishes the procedures and guidelines within which program staff operates to ensure delivery of services and to achieve the agency goals;

Assists in the development and implementation of departmental programs, policies and procedures;

Assists in formulating, developing and administering policies and procedures for administration to meet operational needs;

Oversees the organization and administration of a comprehensive and effective staff development program, including in-service training and appropriate use of other educational resources;

Cooperates with representatives of the State Department of Social Services in the operation and development of the local Social Services district program, and directs the preparation and submission of the required reports to the State;

Conducts public relations for the Department;

Meets regularly with program managers to assist them in the area of personnel management and to address changes or problems in the organizational structure;

Makes feasibility studies of administrative changes to improve operations;

Assists in resolution of complaints and inquiries registered by the public regarding department program and policies;

Adapts Federal and State guidelines and mandates for agency use;

Prepares reports and analyses of agency operations;

Represents the Commissioner at meetings with public officials and community groups;

Acts for the Commissioner in his/her absence.

continued...

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Thorough knowledge of modern principles and practices of public administration; thorough knowledge of Federal, State and local public welfare laws, rules and regulations; thorough knowledge of the management of staff development and training programs; thorough knowledge of the department organization as it relates to its established goals, service delivery, staff development and personnel needs; good knowledge of the administration of recruitment and training and education programs; ability to gather and evaluate information to identify and resolve personnel problems; ability to make decisions quickly and independently; ability to coordinate the work of others and to establish effective working relationships; ability to plan and direct the activities of subordinates in a manner conducive to full performance; ability to plan, direct and evaluate programs; ability to express ideas clearly both orally and in writing; ability to compile, analyze, and interpret statistical data related to social welfare administration; ability to prepare complex written and oral reports clearly and concisely; ability to establish and maintain cooperative relations with the public and other governmental and private agencies; initiative; resourcefulness; good judgment.

**MINIMUM QUALIFICATIONS:** Either:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Master's Degree in Business Administration, Public Administration, Human Services, Psychology, Social Work or closely related field **AND** four (4) years of administrative experience with day-to-day office operations, relative to human resource policy oversight and analysis; **AND** three (3) years of supervisory experience; **OR**
- (B) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Business Administration, Public Administration, Human Services, Psychology, Social Work or closely related field **AND** five (5) years of administrative experience with day-to-day office operations, relative to human resource policy oversight and analysis; **AND** three (3) years of supervisory experience.

Adopted: 03/24/2015  
Revised: 01/16/2020; 02/20/2020