



HUMAN RESOURCES DEPARTMENT
Santa Cruz County Regional Transportation Commission

DIRECTOR OF INTERNAL SERVICES	
FLSA Status:	[Exempt]
DEFINITION	
<p>Under administrative direction, plans, organizes, provides administrative direction and oversight for, and participates in the activities and functions of the Internal Services department, including finance, budget, human resources, information technology, real property, and contract administration; prepares, develops and implements department goals and objectives; develops and enforces policies, procedures, and standards; provides expert professional assistance and support to the Executive Director; undertakes special projects as assigned; ensures performance objectives are established and accomplished in response to the goals and objectives adopted by the Commission; and performs related duties as assigned. Fully integrates the department within the agency to be consistent with agency goals and objectives.</p>	
DISTINGUISHING CHARACTERISTICS	
<p>This is a single position executive management level classification with full responsibility for managing all functions of the Internal Services department. In addition to providing designated staff and policy assistance to the Executive Director in assigned areas, this position has administrative responsibility for policy development and program planning and implementation with agency-wide implications. The incumbent is responsible for both performing direct division functions while also accountable through subordinate staff for accomplishing all department goals and furthering goals and objectives within general policy guidelines.</p>	
SUPERVISION RECEIVED AN EXERCISED	
<p>Receives administrative and functional supervision from the Executive Director. Provides administrative and functional supervision of the agency's Administrative Services Office, Budget and Finance Officer, and Real Property Specialist. Provides functional supervision to other agency staff.</p>	
EXAMPLES OF DUTIES AND RESPONSIBILITIES	
<p><i>The duties listed below represent the various types of work that may be performed. The omission of specific statements of duties does not exclude them if the work is related or a logical assignment to this class.</i></p>	
<ul style="list-style-type: none"> • Assumes full management responsibility for all Internal Services department functions and activities. • Manages the development and implementation of goals, objectives, and priorities for each assigned service area; recommends and administers policies and procedures. • Establishes appropriate service and staffing levels within Commission policy; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; allocates resources accordingly. • Plans, directs, and coordinates work plans through subordinate level staff of assigned functions; assigns projects and programmatic areas of responsibility; reviews and evaluates work methods and procedures; meets with key staff to identify and resolve problems. • Selects, trains, motivates, and directs assigned staff; evaluates and reviews work for acceptability and conformance with department standards, including program and project 	



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priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.

- Represents the Commission to outside groups and organizations; participate in outside community and professional groups and committees; provides technical assistance as necessary.
- Directs and coordinates human resources, financial management, information systems, contract administration and real property activities; coordinates, reviews, evaluates, and recommends improvements to administrative internal control systems and procedures to ensure compliance; directs and participates in the preparation of a variety of records and reports ensuring timelessness, accuracy and compliance with appropriate laws, ordinances, and regulations.
- Directs the Commission's human resources processes, including employee recruitment, selection, benefits administration, evaluations, and employee development programs.
- Prepares amendments to and administers the Commission's Rules and Regulations, including the administration of Commission meetings and compliance with the Brown Act.
- Serves as finance, administration and real property functional manager overseeing division officer and project manager work, including preparing reports, correspondence, and written recommendations; research issues as requested.
- Assigns and directs departmental resources, fiscal and administrative managers; program, project, and contract managers; and other staff responsible for human resources, financial management, information systems, contract administration and real property activities. May serve as program, project, or contract manager on complex or sensitive consultant contracts.
- Directs the procurement and management of assigned contracts, for administrative, human resource, fiscal, and real property service needs that cannot be done with existing staff resources, including requests for proposals, detailed specifications or scopes of work, contract budgets, invoice review, and task management.
- Directs the Commission's internal risk avoidance programs, including recommendations and compliance with Workman's Compensation and liability insurance requirements.
- Directs the administration of consultant contracts, including maintaining standards, templates, files, records, and providing departmental resources for administrative and financial support to contract managers.
- Directs and leads the acquisition and management of specialized right-of-way and property rights, including performing appraisals, negotiating with property owners, and managing eminent domain activities.
- Directs and leads the management of Commission owned property rights, including the Santa Cruz Branch Rail Line; maintains and analyzing title records; manages licenses, leases, performs boundary surveys; clears illegal encroachments; approves rights to enter; and performs other real property management activities.
- Directs the preparation of amendments to and administers the Commission policy for leases, licenses, encroachments, and rights of entry on the Santa Cruz Branch Rail Line right of way.



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- Directs Commission budget functions, including administration of the Commission's budget process and the preparation and development of the Commission budgets, the Department budget; expenditure controls and adjustments; long and short-range fiscal planning and forecasting, including revenues, expenditures and cash flow analysis; investment policy; presents; justifies, and defends programs, operations, and activities.
- Directs Commission accounting functions, audits and investigations, payroll, accounts payable and receivable, and related responsibilities in accordance with accepted and prudent account and budgeting standards.
- Directs short-range and long-range financial forecasting, revenue management, financial analysis and reporting, investment policy administration, and debt financing and management.
- Develops and manages the Commission's overall work program, including coordination with Program and Project Managers and the State Department of Transportation (Caltrans)
- Serves as a resource for Commission, staff, other organizations, and the public; coordinates pertinent information, resources, and work teams necessary to support a positive and productive environment.
- Supervises and provides Commission support services, the preparation of agendas, meeting materials and minutes, and maintaining records of action.
- Makes presentations before public, private, or government decision-making bodies, providing technical information, data, and expert advice.
- Serves as committee or back up staff to an RTC committee and mentors junior employees with committee activities.
- Prepare staff reports, memos, correspondence, consultant or contractor procurement documents, complex and comprehensive project reports, and other written materials.
- Participate in conferences with other industry professionals and the general public; represent the Commission at regional and sub-regional meetings.
- Performs special projects as assigned and related duties as required.

EMPLOYMENT STANDARDS

Knowledge of:

- Advanced principles and practices of public sector finance, human resources, information technology, real property, and contracting administration.
- Principles and practices of general, fund, cost, and governmental accounting;
- Principles and practices of auditing and financial control.
- Network-based computer applications and design.
- Applicable federal, state, and local laws, codes, and regulations, including those related to human resource management, employee-employer relations, purchasing, and financial reporting.
- Principles and practices of budget and contract administration, accounting, fiscal controls, and department financing.
- Interrelationships between federal, state, regional, and local agencies involved in or affected by the assigned department's projects and programs.



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- Principles and practices of leadership, motivation, team building, and conflict resolution.
- Organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs.
- Principles and practices of organization, administration, and personnel management.
- Principles and practices of budget preparation and administration.
- Federal, state, and local laws and regulations applicable to land and easement acquisition by public agencies, including just compensation and eminent domain.
- Federal, state, and local provisions governing records retention and access.
- Basic principles and practices of property and contract law, including appropriate procedures and documents to convey acquired property rights.
- Principles and practices of sound business communications.
- Principles and practices of effective good-faith negotiations.
- Principles of supervision, training, and performance evaluation.

Ability to:

- Plan, direct, and control the administration and operations of the department.
- Oversee detailed accounting and financial support work and ensure accuracy and timeliness.
- Oversee and perform technical and complex personnel transactions and payroll-related duties.
- Oversee and ensure the timely preparation, review, and reconciliation of a variety of complex personnel transactions and payroll records, statistical reports, documents, and records.
- Oversee and ensure the acquisition and management of real property rights.
- Analyze financial data and draw sound conclusions.
- Prepare clear, complete, and concise financial statements and reports.
- Develop and implement department and Commission policies and procedures.
- Gain cooperation through discussion and persuasion.
- Successfully develop, control, and administer the department budget and expenditures.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Communicate clearly and effectively in writing, utilizing technical and statistical information.
- Make presentations that convey complex information and transportation data to a variety of audiences in a manner that is persuasive and easy to understand.
- Supervise, train, and evaluate assigned personnel.
- Develop effective working relationships with Commissioners, member agencies, and business and public groups to gain cooperation and consensus.

MINIMUM QUALIFICATIONS:

Education, Training, and Experience:

The knowledge, skills, and abilities listed above may be acquired through various types of training, education, and experience. A typical way to acquire the required knowledge and abilities would be

Education:

Equivalent to graduation from a four (4) year accredited college or university with major coursework business or public administration, finance, economics, accounting, human resources, or a closely related field. MA/MS, MBA, or similar advanced degree is desirable.



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Experience:

Eight (8) years of increasingly responsible professional financial, human resources, or administrative experience in the public sector, with at least four (4) years of managerial experience in program planning and development, staff supervision, and budget preparation and management.

Experience reporting to and interacting with a Board of Directors and providing information for board or commission decisions is desirable.

Licenses and Certificates:

Possession and maintenance of a valid California driver's license and meet automobile insurability requirements, or the ability to provide suitable transportation needs of the Commission as a condition of continued employment.

SPECIAL REQUIREMENTS:

Physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time
- lifting or carrying light objects
- operating assigned equipment
- general manual dexterity

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

CONDITIONS OF EMPLOYMENT:

Work is performed in an office setting and is primarily sedentary. Work may involve some occasional climbing, crouching, kneeling, reaching, and walking. The ability to lift up to 30 pounds may be required on occasion.

Class Information:

Unit: At-Will
FLSA Status: Exempt
Established: September 2024
Revised: