

The County of Sacramento invites applicants for
CHIEF OF CUSTOMER SERVICES
\$119,225—\$131,460

Plus 3.35% Management Differential

UNIQUE OPPORTUNITY

The Chief of Customer Services is responsible for defining the customer experience in County municipal services. Focusing on the effective delivery and coordination of public works, infrastructure and other municipal services within the unincorporated areas of the County, the Chief of Customer Services works collaboratively through department heads and County municipal leaders improve services and resolve resident and business concerns.

The Chief of Customer Services receives, analyzes, and interprets data provided by various systems regarding the delivery of municipal services. Representing the County as the head community interest point of contact for municipal services, the Chief of Customer Services works collaboratively with the County Executive Office and Municipal Department teams to strategize and advocate for service enhancements.



HOW TO APPLY

Qualified candidates are encouraged to apply by completing the online application and supplemental questions available via the County's jobsite: www.saccountyjobs.com.

APPLICATION FILING DEADLINES:
Filing Cutoff—5pm on December 15, 2017

Questions about the position or the examination?
Please contact Candice Mabra, Sr. Personnel Analyst, at (916)874-1681 or MabraC@saccounty.net.

SACRAMENTO COUNTY

CHIEF OF CUSTOMER SERVICES

THE COUNTY

Sacramento County has a charter form of government. It is governed by a five-member Board of Supervisors elected on a non-partisan basis to serve staggered four-year terms. Other elected officials include the Assessor, District Attorney, and the Sheriff. The County Executive is appointed by the Board of Supervisors and is responsible for the day-to-day business of the County.

The County is responsible, pursuant to the County Charter or ordinances, or by state or federal mandate, to provide health and welfare, criminal justice and municipal services (including law enforcement), as well as other services to County residents. Major services provided include the following: Airport System, Animal Care and Regulation, Criminal Justice, Health and Welfare (the County does not own or operate a County hospital), Property Tax System, Regional Parks, Transportation, Waste Management and Recycling, and Water Supply and Drainage. In addition, there are some services provided by non-County government entities in which members of the Board of Supervisors participate in their governing bodies (e.g. library, sewer treatment and collection, and transit services).

Sacramento County's vision is to be "A County that is safe, prosperous and provides quality public service." Its mission is to "Improve residents' quality of life by providing cost-effective public services while fostering economic health, regional cooperation and stewardship of community assets." Values include: honesty, integrity, and respect for the individual; quality customer service; respect for cultural and ethnic diversity; clear communication and transparency; efficiency and fiscal responsibility; recognition of employee contributions; and exploration of partnerships and collaborations.



SACRAMENTO COUNTY

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THE POSITION

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:

A Bachelor's degree, or higher, from an accredited college or university in Public Administration , Business Administration, Planning, or another field closely related to the intent of the class.

AND

Three (3) years of full time, paid experience in the delivery of municipal services at the management, supervisory, or program oversight/administration level.

Note: A Master's Degree in Public Administration, Business Administration, Planning, or another field closely related to the intent of the class, may substitute for one year of the required experience.

THE IDEAL CANDIDATE

IDEAL CANDIDATES WILL DEMONSTRATE THE FOLLOWING EXPERIENCE, KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of

- * Political, social, and economic dynamics of communities and County government
- * Concepts, principles, and practices of public relations, economic development, project management, business finance, business development, organizational effectiveness, leadership, and conflict resolution
- * Federal, state, and local laws, codes, and regulations
- * Operational characteristics, services, and activities of municipal and community services
- * Principles and techniques of effective public and interpersonal relations

Demonstrated skill and ability to

- * Effectively represent the County to the public and to governing boards and community groups
- * Communicate both verbally and in written form
- * Influence and persuade others to accept a particular viewpoint or to follow a particular plan of action
- * Interpret and summarize a variety of data and information
- * Exercise discretion, political sensitivity, and a wide degree of creativity within broad policy guidelines
- * Collaborate with department heads in an effort to develop and execute County goals and initiatives



SACRAMENTO COUNTY

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APPLICATION AND SELECTION PROCESS

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All applicants who meet the minimum qualifications by the cutoff will have their supplemental questionnaire scored for the formula rate examination. Candidates who successfully pass the formula rate examination will be placed on the eligible list.

Candidates deemed to have the most relevant background and experience will be invited to participate in a series of one or more interviews.

Questions about the position or the examination? Please contact Candice Mabra, Sr. Personnel Analyst, at (916)874-1681 or MabraC@saccounty.net.

