



# CASCADE COUNTY

## Job Vacancy Announcement

Submit all application materials to:  
Cascade County Human Resources Department  
325 2<sup>nd</sup> Ave N #108  
Great Falls, MT 59401

Applications available at the Cascade County Human Resources Dept., [www.cascadecountymt.gov](http://www.cascadecountymt.gov) or Job Service.

Position: **Operations Support Coordinator**  
Schedule: **Full-time with Benefits**  
Department: **Public Works**

Salary: **\$22.00 per hour**  
Closing Date: **Open Until Filled**  
Department Administrator: **Les Payne**

### Education/Experience/Training:

- Associates Degree in Business Management, Public Administration, Communication, Human Services or closely related field **and** two (2) years of administrative or general office experience.
- **Or** any equivalent combination of education and experience totaling four (4) years of general office or administrative experience.

### Certifications:

- Must possess a valid Montana Driver's license or be able to obtain one within thirty (30) days of hire.

### JOB SUMMARY

The Operations Support Coordinator (Coordinator) is responsible for providing professional and comprehensive organizational, administrative and technical support through participation and coordination as a productive and contributing member of the Cascade County Public Works Department (PW) and the PW Administrative Team and the performance of technical, administrative and clerical support functions and activities for the PW Director. This position has responsibility in the general management, support, administration and implementation of ongoing activities related to protocol and compliance issues with regard to internal new employee orientation, support staff training, personnel management decisions, budget preparation, grant and contract tracking, record, report and minute keeping and management, utilizing KRONOS to track and approve employee time, management of PW purchases and related invoices in New World, handling vendors, monitoring office supplies, inventory and all other required PW equipment. The Coordinator is responsible for assisting the Director in PW protocol and compliance activities, interacting with contractors and developers as directed by the Director, attending and handling various meetings and events and managing small projects and conducting research and generating reports as assigned by the Director, which requires the ability to organize, schedule, coordinate and work independently. Responsibilities also include personnel management support, guidance and training, protocol and compliance activities and other related duties as required or assigned to support PW operational needs. This position will function in a mid-management capacity with regard to PW clerical and administrative staff to include training, evaluation of such personnel, monitoring and reporting performance deficiencies and policy violations to the Director, participating in and making recommendations with regard to employee discipline and corrective action activities and performance improvement plans. The nature of the work performed requires the Coordinator to establish and maintain close, cooperative working relationships with the Director, Division Superintendents, other County offices, departments and staff and the general public. The Coordinator contributes to a work environment that encourages positive staff morale, motivation, commitment and team building with employees, other County offices, departments and staff and performs other related duties as required or assigned to support PW operational needs.

### ESSENTIAL JOB DUTIES AND RESPONSIBILITIES

Provides professional level support services to the Director and Superintendents; Provides professional and comprehensive organizational, administrative and technical support services to the Director and Superintendents; Participates and functions as a productive and contributing member of PW team; Encourages and contributes to a work environment that encourages positive staff morale, motivation, commitment and team building with PW staff, other County offices, department and staff; Assists in the general management, support, administration and implementation of ongoing activities related to protocol and compliance issues with regard to internal new employee orientation, support staff training, personnel management decisions, budget preparation, grant and contract tracking, record, report and minute keeping and management, utilizing KRONOS to track and approve employee time, management of PW purchases and related invoices in New World, handling vendors, monitoring office supplies, inventory and all other required PW equipment; Functions in a mid-management capacity with regard to PW clerical and administrative staff, including purchasing agent personnel, to include training, evaluation of such personnel, monitoring and reporting performance deficiencies and policy violations to the Director, participates in and makes recommendations with regard to employee discipline and corrective action activities and performance improvement plans; Works closely with the Director on the hiring and separation/termination processes for all PW employees and completes separation/termination payout forms; Assists the Director in PW protocol and compliance activities and issues and makes recommendations with regard to policy development recommendations related to protocol and compliance related issues, interacts with contractors and developers as directed by the Director, attends and handles various meetings and events and manages small projects and conducts research and generates reports as assigned by the Director; Interacts and communicates in a professional and effective manner with other County offices, departments and staff, and the general public in coordinating departmental activities; Establishes and maintains close, cooperative working relationships with the Director, Division Superintendents, other County offices, departments and staff and the general public; Maintains calendars, pertinent databases, confidential files and systems and schedules/coordinates appointments for the Director; Maintains time, cost and material records and prepares accurate and comprehensive reports; Prepares comprehensive and accurate reports, memos, letters, minutes and other documents; Assists the Director in preparing departmental budgetary projections and identifying resource needs and the capital improvement plan; Assists the Director with the monitoring and tracking of contractor or vendor performance and compliance of road and bridge maintenance projects, new construction, remodeling of existing facilities and relocation of facilities; Assists with the review and coordination of federal and state programs available to the County and assists in proposals to secure federal and state assistance and provide for coordination of grants received; Reviews legislation, laws and regulations as directed by the Director to report on the rules, legislation, laws and regulations that may affect or impact the manner in which PW will conduct operations and to ensure program and legislative compliance; Assists the Director with the preparation and implementation of departmental reporting and control methods; Answers questions regarding the organization, functions, procedures, regulations and programs of PW and handles requests for information in accordance with the

procedures and parameters established by the Director while adhering to and maintaining strict confidentiality of sensitive material; Assists Director with long-term and special administrative projects that require statistical research, budget analysis, accounting, organizational statistics, legislative analysis and other similar or related research; Performs routine administrative work in keeping official records which may include monitoring and balancing various accounts, assisting with payroll and grant requirements and reporting, providing budget input particularly related to equipment and supplies, acting as the liaison between PW and the Auditor, Budget Officer/Grants Coordinator, Treasurer, Accounting and Human Resources in resolving problems and responding to inquiries regarding available grant funds, billing amounts and budget line items by locating appropriate information and responding to specific problems or inquiries and reviewing billing procedures; Tracks and reports to the Director on program management with regard to underground storage tanks and testing and compliance of existing County fueling systems; Assists the Director in the coordination of the deployment of PW personnel and equipment for emergency situations involving DES and required County resources; Assists the Director in the development, maintenance and updates to various departmental standard operating procedures and policies; Assists the Director in coordinating with and required reporting to OSHA, MSHA and County Risk/Safety to ensure employees and facilities are in compliance; As instructed by the Director, reviews complaints regarding departmental deficiencies and reports to and makes recommendations to the Director for correction; Assists the Director to ensure compliance with fiscal requirements and other applicable policies, rules and regulations; Sets up, works with and maintains a variety of files and records including confidential or personal files and ensures that only authorized personnel have access to the contents to the files in accordance with established managerial, confidentiality, functional use and administrative guidelines and procedures; Attends trainings, meetings and conferences as directed or requested to improve efficiencies and to remain current on state and federal requirements applicable to departmental operations; Provides the Grants Coordinator with required reports and financial documentation for grant funded PW projects; Occasionally works evenings and weekends as needed; Performs other related duties as required or assigned to support PW operational needs.

***Knowledge and understanding of:***

PW and County policies, procedures, standards and guidelines; PW responsibilities, functions and activities; PW construction and maintenance policies, procedures and practices; County, state and federal regulations regarding procurement and bids; Administrative and clerical support functions; Administrative and clerical procedures and systems such as word processing, managing files, reports and records, transcription, designing forms and other office procedures and terminology; English usage, spelling, grammar and punctuation; Supervisory principles, methods and techniques Microsoft Office Software, Word, Excel, Outlook, PowerPoint, KRONOS, New World, Internet and other computer applications related to the work; Safety rules, procedures and practices.

***Skills in:***

Customer service; Typing, filing, data entry, advanced computer and organizational skills, use of office machines and word processing; Professional and effective written and verbal communication; Time management, accuracy, attention to detail and organization; Organization, accuracy and detail; Decision making and effective problem solving; Using tact, discretion, initiative and independent judgment within established guidelines; Establishing and maintaining positive working relationships with co-workers, other county offices and departments and employees and the general public.

***Ability to:***

Proficiently operate a computer, use and understand common database, spreadsheet and word processing applications and learn specialized computer applications to complete required job duties; Perform a wide variety of public relations and customer services tasks with accuracy and speed under the pressure of time-sensitive deadlines; Establish and maintain professional and effective working relationships with the Director, Division Superintendents, other County offices, departments and staff and the general public; Work in a collaborative and team-oriented manner with management, other County employees and offices/departments; Work in a professional, business-oriented environment according to all professional standards of ethics and decorum; Understand program objectives in relation to departmental goals and objectives; Exercise sound judgment and decision-making skills within established standards, guidelines, policies and procedures; Identify problems that adversely affect the organization and its functions and offer positive suggestions for improvements; Understand laws, regulations, rules and policies governing program operations; Use and understand basic budget and grant monitoring, administration and reporting applications, techniques and procedures; Use and understand basic County and departmental accounting, purchasing, invoicing, inventory and financial reporting procedures; Interact with challenging individuals and display sound judgment under stressful situations; Work with individuals of varying and diverse backgrounds in a professional, respectful and courteous manner; Communicate in a professional and effective manner with others in both technical and non-technical terms, both orally and in writing; Prepare accurate and reliable reports containing findings, recommendations and technical documentation; Organize and prioritize work assignments and environment to maximize efficiency; Learn and utilize new skills and knowledge brought about by rapidly changing information and/or technology; Use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions; Meet challenges with resourcefulness through original thinking and creativity; Manage and complete multiple tasks under fixed timelines; Identify, analyze and address problems and trends in a timely, efficient and equitable manner; Adapt to and maintain concentration and deal with interruptions, equipment failures, delays, changing priorities, unexpected events in the work environment; Handle sensitive and confidential information and comply with and adhere to strict standards of confidentiality; Employ and enforce safety practices and procedures; Respond promptly to requests and inquiries from the public, employees and others within established standards, guidelines, policies and procedures; Follow verbal and written instructions; Read, analyze, compile and comprehend instructions, information and materials; Prepare, coordinate, collect, compile, analyze and utilize a variety of reports, records and data; Maintain a complex filing and database system; Compose correspondence from general instructions; Observe established lines of authority; Accept responsibility and be self-motivated; Demonstrate punctuality and observe established work hours; Occasionally work outside normal hours as assigned; Perform other duties as required or assigned.

The successful applicant shall serve a 6-month probationary period and will have a criminal background check conducted. The results thereof may disqualify the applicant from consideration for employment with the County.

***Notice to Applicants:*** Applicants who are claiming Veteran's or Handicap Preference must provide a DD-214 Discharge Document (Part 4) or DPHHS Handicap Certification and Employment Preference Form with their application for employment so Cascade County may apply the preference during the selection process.

Cascade County makes reasonable accommodations for any known disability that may interfere with the applicant's ability to compete in the recruitment and selection process or an employee's ability to perform the essential duties of the job. For Cascade County to consider such arrangements, the applicants must make known any needed accommodations.

**CASCADE COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER**