

DIVISION OF INDUSTRY SERVICES

Chief, Integrated Services Section Section Chief – Technical Services Bureau

Position Summary

Under the general supervision of the Bureau Director, this position is responsible for providing leadership, administration and management of an assigned technical program(s) related to constructed environments and their components, whose staff provides plan review, product review and approval, consultation, and other services. Manage the Section's programs, services, and business operations, including developing and evaluating policies, procedures and a performance program for staff. Directly supervise a team of plan reviewers, consultants, and /or engineering consultants who examine plans for state code compliance and provide technical consultation within their assigned programs.

Goal and Worker Activities

40%

- A. Provide leadership, manage, and administer the operations of the section whose staff provide services related to plan review, consultation, petitions for variances, and product approval of designs, devices, products, and materials regulated by the Division and assigned to the Section.**
 - A1. Provide oversight of the sections program operations, including managing and directing staff workload and coordinating their efforts to meet the need of the Division.
 - A2. Supervise technical and other designated staff on a day-to-day basis to provide guidance and direction to carry out strategic goals, assign and schedule work, identify performance goals for work products, conduct periodic progress meetings, provide feedback to subordinates on work progress and work products, and keep managers and others informed of major activities.
 - A3. Within the Section, direct, analyze, and unify the Bureau's operating procedures, staff reporting processes, working policies, staff reassignments, and staffing levels.
 - A4. Participate in the development and implementation of a section vision goals, strategies, and key performance indicators that align with the overall Division strategic plan.
 - A5. Plan work operations, establish short-range Section goals, and set priorities for staff to accomplish Section goals, which are consistent with the Division's Strategic Plan.
 - A6. Provide leadership to foster effective working relations among all Section staff to achieve strategic goals, improve customer service, control costs, and allocate resources.
 - A7. Participate in the development and implementation of Division-wide methods of fiscal control, budget, personnel, contracts, information technology, planning, policy development, program evaluation, and facilities management.
 - A8. Identify and coordinate duties of program technical team leaders.
 - A9. Implement plans, policies, and programs focused on providing effective and efficient service delivery.

- A10. Conduct staff meeting for the purpose of coordination, information exchange, and policy and procedures evaluation.

25%

B. Manage and supervise Section staff.

- B1. Direct the interviewing and hiring processes for the section.
- B2. Supervise, assist, and coach staff in a manner consistent with Department personnel policies and practices.
- B3. Supervise and oversee work assignments of direct reports.
- B4. Establish performance standards, goals, and accomplishments for direct reports.
- B5. Perform quarterly employee performance evaluation updates on a quarterly basis and a final formal evaluation annually.
- B6. Recommend or initiate appropriate disciplinary action when performance or behavior is below acceptable standards or conduct is in conflict with policy, accepted procedures, work rules, or law.
- B7. Participate in the creation and implementation of Employee Development Plans associated with the Division's Performance Management Program.
- B8. Ensure that employees are provided information on how to safely conduct their jobs, to identify job hazards, and to minimize exposure that might result in injury or illness.
- B9. Ensure that safety hazards and unsafe practices are identified, corrected, and brought to the attention of the safety officer.

15%

C. Promote and administer the Division's lean initiatives and projects associated with process improvement, customer satisfaction, and cost-savings.

- C1. In coordination with Bureau leadership, participate in Bureau Strategic Planning Sessions on a bi-annual basis to determine key bureau initiatives or projects.
- C2. Develop and complete project charters as assigned.
- C3. Encourage and solicit suggestions for improvements to current processes and procedures from staff.
- C4. Participate on teams or as a member of the steering committees for lean projects and initiatives.
- C5. Monitor results of individual and team efforts.

10%

D. Manage and implement statutory mandates and administrative policies related to the review of plans, product approvals, and consultation, for the Section's programs.

- D1. As directed by the Bureau Director, assess and evaluate newly-enacted legislation for its impact on new and existing plan review, inspection, consultation, and credentialing processes.

- D2. Create and implement policies, processes, priorities, and plans for newly-mandated programs.
- D3. Review existing Section programs and recommend alteration or elimination of processes that cannot be demonstrated to be effective, are not within the scope of the Bureau's mission, outside of statutory mandate, or no longer a priority.
- D4. As directed by the supervisor, act as a liaison between affected state, local, and federal plan review, consultation, inspection, and credentialing agencies.
- D5. Implement policies, objectives, processes, priorities, and plans for enforcement activities pursuant to plan reviews, and consultation.

10%

E. Perform miscellaneous tasks and complete miscellaneous projects as directed by supervisor(s).

- E1. Provide office management functions such as facility coordination, equipment coordination, mail and purchasing management functions.

JOB KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of management principles and processes, including strategic methods
- Knowledge of supervisory practices and techniques, including conducting employee performance evaluations
- Knowledge of Project Management principles.
- Understanding of performance management principles.
- Understanding of project management techniques.
- Strong Negotiation and facilitation skills
- Strong leadership skills.
- Strong decision making and problem solving skills
- Skill in organizing resources and establishing priorities.
- Skill in delegation.
- Strategic thinking skills.
- Ability to utilize technology, including computer systems and software
- Ability to develop, plan, and implement short- and long-range goals
- Ability to work as a team
- Ability to communicate effectively in writing and verbally.
- Ability to understand legislative and administrative rule-making practices
- Ability to learn and adapt to new ideas and concepts.
- Ability to gather data, to compile information, and prepare reports.