

MAJOR FUNCTION

This is highly responsible administrative and managerial work in planning, organization, management, and direction of departmental activities as a principal assistant to the Consolidated Dispatch (CDA) Director or CDA Assistant Director. The position has primary responsibility for human resources, financial, technical and administrative functions.

Work includes directing, coordinating, and overseeing departmental operations related to personnel administration, strategic planning, human resource policy development and analysis, budget preparation and administration, financial management, administrative studies, and research and analysis of special projects. The incumbent supervises the day-to-day activities of assigned staff and works closely with line-level employees, supervisors, and the agency's executive leadership to interpret policies and provide consultation on routine and complex human resources and fiscal matters.

The position assists the CDA Director and Assistant Director in resolving issues related to employment, compensation, performance management, and discipline. The incumbent processes or oversees all personnel actions, conducts reviews and analyses, and makes recommendations on exceptions and policy applications. Assigned projects are typically of high organizational impact and may require collaboration with senior managers from other departments or agencies, as well as members of executive management teams, often involving sensitive or confidential matters.

The work is designed to relieve the Director or Assistant Director of operational and administrative detail through the conduct of studies, review of materials, compilation and analysis of information, and the communication and interpretation of management actions. Work is performed under general supervision, requiring the exercise of considerable initiative, independent judgment, and ingenuity. Performance is evaluated through conferences, written reports, and the results achieved.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Plans, organizes, coordinates, and oversees the agency's administrative services activities. Oversees the management of Agency -wide programs human resource programs including employee & labor relations, classification & compensation, performance management, FMLA/ADA, risk management, benefits administration, fitness for duty/employee assistance programs, leave administration, grievance management, and HR analytics to ensure compliance with applicable federal, state, and local laws, industry standards, and agency policies and procedures.

Oversees the management of financial operations, to include procurement, payroll, budget forecasting, accounts payable, accounts receivable, grant accounting, and related fiscal functions. Supervise and coordinate the work of direct reports. Collects, coordinates, prepares, and administers the agency's budget. Reviews and assesses the viability of internal controls related to administrative, human resource, purchasing, procurement, and budgetary activities, and develops, implements, and maintains improved policies, procedures, methods, and systems

Coordinates and manages interdepartmental communications. Directs and participates in studies, surveys, and special projects involving complex operational and administrative issues with department- or agency-wide impact. Collects and analyzes information, prepares reports, and makes recommendations for practical solutions. Follows up on departmental and agency assignments to assess progress and completion.

Manages benefits administration by responding to employee inquiries regarding benefit coverage and coordinating with benefits providers and insurance brokers, as applicable, to resolve employee issues.

Coordinates and manages interdepartmental communications. Provides oversight of the department's purchase card program, as assigned.

Serves as special staff to research, analyze, and prepare reports and recommendations on projects impacting the department and/or Agency. Performs related work as required.

Other Important Duties

May attend meetings for agency leadership. Performs related work as required.

DESIRABLE QUALIFICATIONS

Knowledge, Abilities and Skills

Thorough knowledge of the principles and practices of the City of Tallahassee and/or the Consolidated Dispatch Agency including public-sector management and governance. Thorough knowledge of administrative management principles, internal controls, and organizational oversight.

Considerable knowledge of group dynamics, problem-solving methodologies, and behavioral and organizational change strategies. Considerable knowledge of the methods and techniques used in conducting administrative and management studies, including data analysis and formal report writing.

Ability to communicate clearly, concisely, and effectively, both orally and in writing. Ability to exercise initiative, ingenuity, and resourcefulness in addressing new or complex problems. Ability to analyze, interpret, and present research findings and operational data in a clear and actionable manner.

Ability to establish and maintain effective working relationships across all levels of the organization and with partner agencies. Ability to lead, mentor, and develop others within the organization. Ability to plan, organize, and train staff in a manner that promotes high performance, accountability, and positive morale.

Ability to exercise sound analytical judgment when evaluating operations and recommending organizational or operational changes or alternatives. Skill in the effective use of microcomputers and standard business software applications relevant to administrative, financial, and human resources functions.

Minimum Training and Experience

Possession of a bachelor's degree in business administration, public administration, finance, accounting, or a related field relevant to the area of assignment, and four (4) years of professional administrative or management experience involving finance, accounting, purchasing, human resources, planning, communications, or a closely related functional area; or an equivalent combination of education, training, and experience.

At least two (2) years of the required professional experience must have included supervisory responsibility.

Necessary Special Requirements

Must possess a valid Class E State driver's license at the time of appointment.

Must possess professional certification of SHRM SCP, CP, PHR, SPHR or related certification with 18 months of employment.

Background and Character: Must successfully complete a comprehensive background investigation, including criminal history, employment verification, and reference checks. Must demonstrate integrity, reliability, and good moral character.

Must successfully complete a finger-print based criminal history records check.

Must complete CJIS Security Awareness training within the first week of employment.

Established: 08-17-22

Revised: 01-15-2026