**Follow your Calling, Find your Career!!**  
**Please apply by: March 10, 2024**  
**Hiring Range:  $88,771.10 - $110,963.87**. This is an exempt (**salaried**) position. Please note that pay rates are based on education, skill, experience level and internal equity. Internal equity considerations include an assessment of the applicant’s salary history and qualifications in comparison to the market rate and requirements for the job.  
  
At Mecklenburg County, you’ll have the chance to build a career as unique as you are with support, inclusive culture, and technology to become the best version of you. We’re counting on YOUR unique voice and perspective to help Mecklenburg County become even better, too.  Join us and build an exceptional experience for yourself, and a better working world for all.

The Department of Community Resources provides child support services, employment, energy and housing assistance, food and nutrition services, and Medicaid services. The department also provides case management and care coordination services to assist families in achieving greater levels of economic mobility through its MeckSuccess program. Through Community Resource Centers managed by the Department of Community Resources, individuals, and families can conveniently seek support and receive these services.

**Position Summary:**

The Assistant Division Director position provides leadership and oversight to six Managers for the Economic Services Division (ESD) and operational leadership team. This position is responsible for the delivery of services which address the changing demands and needs of client populations in ESD. Th ESD Assistant Division Director assists the Division Director in overseeing and coordinating federal and state mandated programs for eligible individuals and families. This position requires an in-depth understanding of the field concepts, principles, and program offerings as it relates to Food & Nutrition Services, Medicaid, North Carolina Health Choice and Work First Family Assistance, Energy Assistance and Employment Services.

This position is responsible assisting the Director in internal operations including personnel, space, logistics of major events, policy development, assuring compliance with regulations and assuring services are properly provided daily. This position requires collaborative work both internally within the County and externally with system partners to improve outcomes for children and families. The ESD Assistant Division Director must also keep abreast of best practices in the field, state and national trends and changes in policies and practices within the state and nationally.

The ESD Assistant Division Director represents the Division Director at the Department of Social Services Senior Executive Team in the absence of the Director and works in partnerships with other members to provide leadership and strategic planning. The ESD Assistant Division Director may also serve on various committees, workgroups and initiatives centered on needs of children and families both internally and externally to the Division.

**Essential Functions:**

• Provide oversight and direction for implementation of programs/services

• Manage activities and decisions on the day-to-day operations that provide core community services to children, youth, and families

• Assist with the planning process and develop and participate in strategic planning, budget requests and expenditure monitoring

• Support staff and evaluate program effectiveness, prioritizes issues and objects, creates community resources and integrates services and partnerships

• Listen to appeals from family members and advocates and researches and investigates claims

• Assist with providing information to the public regarding programs, public concerns, and services

• Assist Division Director with strategic planning initiatives

• Ensure Federal, state, and local policy, rules and regulations are followed

• May be required to staff shelters in the event of a disaster

• Listen to appeals from family members and advocates and researches and investigates claims

• Integrates and coordinates service areas

• Assist Division Director as a division liaison, both internally and externally between organizations, shareholders, and outside organizations.

• Assist with managing division resources

• Supervises enrollment and eligibility activities performed in the NC FAST system.

• Deliver speeches, write articles, or present information at meetings or conventions to promote services, exchange ideas, or accomplish objectives as needed.

**Minimum Qualifications:**

Experience: Minimum of six years of directly related experience with progressively responsible management experience and two years of management experience.

**Education**: Bachelors degree in a related field

Combination of rel

evant education and relevant experience accepted: Yes.

**Licenses and Certifications:**

May require a valid North Carolina or South Carolina Driver's License

**Preferred Qualifications**

* Current Economic Services Program Knowledge to include Food and Nutrition Service, Energy, Work First of Medicaid.
* Considerable knowledge of principles and practices of public assistance and fiscal management in a public human services organization.
* Demonstrated leadership experience in driving organizational change, and employee development.
* Demonstrated leadership experience in building effective partnerships and collaborations in social services delivery.

**Knowledge of:**

• Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources

• Principles and processes for providing customer services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

• The structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar

• Laws, legal codes, court procedures, precedents, government regulations, and agency rules, and the political climate

• Expertise in area of assignment.

**Skills:**

• Considering the relative costs and benefits of potential actions to choose the most appropriate one

• Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions

• Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems

• Talking to others to convey information effectively

• Adjusting actions in relation to others' actions

**Abilities:**

• **Adaptability:** Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures

• **Build Partnerships:** Identifying opportunities and taking action to build strategic relationships between one’s area and other areas, teams, departments, units or organizations to help achieve business goals

• **Communicate:** Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the information provided

**• Formal Presentations:** Presenting ideas effectively to individuals or groups; delivering presentations suited to the characteristics and needs of the audience

• **Leadership Disposition:** Demonstrating the traits, inclinations, and dispositions that characterize successful leaders; exhibiting behavior styles that meet the demands of the leader role

• **Leading Through Vision and Values:** Keeping the organization’s vision and values at the forefront of associate decision making and action

• **Manage Conflict:** Dealing effectively with others in an antagonistic situation; using appropriate interpersonal styles and methods to reduce tension or conflict between two or more people

**• Negotiation:** Effectively exploring alternatives and positions to reach outcomes that gain the support and acceptance of all parties

• **Strategic Decision Making:** Obtaining information and identifying key issues and relationships relevant to achieving a long-range goal or vision; committing to a course of action to accomplish a long-range goal or vision after developing alternatives based on logical assumptions, facts, available resources, constraints, and organizational values.

• **Emotional Intelligence:** Able to take/receive feedback and uses coaching for success; Sees how communication style and tone impacts effectiveness, service delivery, and personal development

**Computer Skills:**

Proficient in various computer programs including Microsoft Office Suite

**Work Environment:**

Works in an office setting with moderate noise

**Selection:**

This classification has been identified as having a role in the development of ADA compliant technologies and for which the incumbent agrees to follow County policies to the best of their abilities in order to meet these obligations. No

**Reasonable Accommodations Statement:**

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

**Disclaimer Statement:**

This is not intended to be an all-inclusive list of job-related responsibilities, duties, skills, requirements or working conditions. Other duties may be assigned based on business need and the supervisor’s request. Mecklenburg County reserves the right to revise the job description at any time. Designated positions may be required to assist in emergency and/or disaster situations.