



Alameda County General Services Agency  
**CHIEF DEPUTY OF OPERATIONS**  
\$150,571 – \$183,144





## THE COMMUNITY

Alameda County is located on the east side of the San Francisco Bay Area. Referred to as the “East Bay,” the region has been the fastest growing group of communities in the San Francisco Bay Area for more than two decades. Alameda County is popular because of its desirable location, incredible diversity, ideal climate, and broad economic base plus its range of available housing and business opportunities. Alameda County is one of the most culturally and ethnically diverse regions in the country, offering a rich array of amenities including the Oakland Museum, Chabot Space and Science Center, Oakland East Bay Symphony, and the Livermore and Tri-Valley Wine Country. Currently, Alameda County is home to the Oakland Athletics, Oakland Raiders, and Golden State Warriors. The University of California, Berkeley and California State University, East Bay are two of several distinguished academic institutions located in the County.

## THE COUNTY OF ALAMEDA

Alameda County has a population approaching 1.6 million residents, making it the second largest county in the Bay Area and the seventh largest in the State. The County encompasses 14 cities, as well as six unincorporated communities and rural areas that span a total of 738 square miles. The County operates under a charter form of government and is governed by a five-member Board of Supervisors. The Board is responsible for setting policy, overseeing all County operations, approving the organization’s annual budget, and representing the County in a number of areas, including special districts and regional agencies. The Board-appointed County Administrator leads a team of department heads who work collaboratively to carry out County programs and initiatives. Alameda County employs over 9,000 employees working in 21 different agencies and departments and has an annual budget of nearly \$2.7 billion. The County provides a full spectrum of services including general government and internal services, health care, social services, public works, criminal justice, and other public safety services.

## THE AGENCY AND DEPARTMENT

*Alameda County General Services Agency (GSA)* provides a host of centralized services including building maintenance, procurement and contract administration, capital project management, real property and portfolio management, sustainability services, energy management, environmental and hazardous materials management, transportation services, and other countywide support services. We are proud of the many accomplishments we continue to achieve together. Recently, we completed the construction of the East County Hall of Justice, as well as the construction, licensing, and occupancy of the Acute Care Tower at Highland Hospital to serve 100,000 Alameda County citizens most in need. Furthermore, the County has a clear vision for how to make Alameda County one of the best places in the country to live, work, and do business. Sustainability is an integral part of that vision. GSA received Sustainable Purchasing Leadership Council’s awards for Green Building Design and for the Green & Healthy Events and Meetings Program. In addition, GSA was awarded the 2016 Electric Vehicle Merit Award from 100 Best Fleets and was recognized as 100 Best Fleets in North America for the 8th year in a row.

*GSA Operations* has a budget of \$463,713,632 (346 FTEs) and consists of the following divisions and programs:

- **Building Maintenance Department (BMD):** Provides maintenance and janitorial services for County-owned and leased facilities, including offices, courts, detention facilities, veterans’ buildings, clinic buildings, parking structures, storage, and training facilities.
- **Capital Programs:** Delivers environmental and energy programs, design, construction and project management that is efficient, creative, and valuable to our clients. Capital Programs implements new and existing building projects for County agencies and is responsible for all capital improvements including Americans with Disabilities Act (ADA) upgrades, maintenance, and tenant improvements for County buildings.
- **Logistics Services:** Responsible for the management and administration of the County's fleet of automotive equipment, refueling stations, messenger service, parking facilities, and the Property and Salvage department.
- **Medical Facilities Development:** Oversees medical capital project planning, development, design, and construction of hospital and related health care facilities.
- **Portfolio Management:** Responsible for long-range planning regarding County real property assets. Activities include assisting County departments in assessing their space requirements and furniture needs, reviewing, planning, and analyzing project costs, and assisting in the implementation of projects.

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### THE OPPORTUNITY

The Chief Deputy of Operations of the Alameda County General Services Agency (GSA) will have the opportunity to direct the operations in a well-established organization. Alameda County is ideally located a short distance from San Francisco and both the Silicon and Napa Valleys. An interesting professional challenge and a desirable location await the selected candidate.

### THE POSITION

Under direction of the GSA Director, the Chief Deputy of Operations, plans, organizes, coordinates and directs the operations of GSA. Key responsibilities include:

- Represent the GSA Director on matters related to operations and at meetings with administrative officials, Board of Supervisors, legislative bodies, boards, commissions, and various community groups and other organizations
- In collaboration with the executive team, develop, evaluate, and implement operational business plans while developing and monitoring key performance indicators/metrics
- Confer with executive and management staff and other County departments concerning operational needs and requirements of services, programs, policies, rules, and regulations
- Develop, implement, and evaluate policies, procedures, systems, and programs as well as solutions to maintain internal controls and improve and streamline business processes to increase efficiency and effectiveness
- Set goals, priorities, and objectives in alignment with the Agency's goals and in compliance with local, State, and Federal law and regulations
- Analyze operational services and programs to determine cost effectiveness, maintain standards, and identify and implement improvements
- Plan, organize, and implement strategic planning, in collaboration with GSA executive and management staff
- Develop and oversee the budget for operations and recommend revenue enhancement and cost reduction strategies
- Act as the GSA Director in his absence

### CHALLENGES AND OPPORTUNITIES

The Chief Deputy of Operations will have the opportunity to face major initiatives and challenges including:

- Develop and maintain strong working relationships with County agencies/departments, various community groups and other organizations surrounding the County
- Influence major change initiatives to ensure operations and service delivery
- Direct operational projects during all phases; planning, designing, engineering, constructing, and maintaining buildings
- Manage a new structure with diverse functions and programs
- Oversee operational business and strategic plans and develop key performance indicators/metrics
- Ensure buildings as well as energy and environmental programs are in compliance with required regulations and standards
- Create and implement innovative ideas for operations while functioning within set standards, policies, and procedures
- Work together with managers to set and achieve operational goals
- Ability to lead with business acumen and political astuteness

*Alameda County's mission is to enrich the lives of its residents through visionary policies and accessible, responsive, and effective services. Our vision is to be recognized as one of the best counties in which to live, work, and do business.*



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### THE IDEAL CANDIDATE

Alameda County General Services Agency is seeking a strong, innovative, and strategic leader to participate in strategic planning and assist in the development, implementation, and evaluation of GSA's goals, initiatives, and policies. The candidate must be comfortable working in a highly political environment and is expected to have strong political acumen and sensitivity. Additionally, the ideal candidate should embody the following characteristics, experience, and qualifications:

- Provide direction to the Operations Division with an engaged, team based leadership style
- Develop, evaluate, and implement operational business plans while monitoring key performance indicators
- Maximize services and efficiencies of operational programs
- Develop, implement, and evaluate policies, procedures, systems, and programs, especially to ensure code compliance
- Able to effectively lead change management
- Set and achieve organizational goals
- Strong project management skills, including a track record of keeping projects on schedule and within budget
- Have a proactive and solutions oriented approach
- Interact effectively with all levels of the organization and work with a diverse population
- Communicate clearly and concisely with credibility and confidence, both written and oral
- Able to identify and resolve complex and sensitive issues with diplomacy and tact

### QUALIFICATIONS

- A Bachelor's degree in business administration, public administration, or a related field; and
- Eight years of recent full-time administrative, managerial, and fiscal/budgetary experience in operations, including planning, evaluation and implementation of building and general support services operations or capital programs. Five years must include supervisory experience of professional staff.



### COMPENSATION AND BENEFITS

Alameda County offers an excellent annual salary range of \$150,571.20-\$183,144.00 annually, dependent upon qualifications. In addition, a comprehensive benefits package that affords wide-ranging health care options to meet the different needs of a diverse workforce and their families is also provided. The County also sponsors many different employee discount, fitness, and health screening programs focused on overall well-being.

Benefits include the following:

- Medical – HMO & PPO Insurance
- Dental – PPO & DHMO Insurance
- Vision
- Basic and Supplemental Life Insurance
- County Allowance (Employer Credit)
- Health Flexible Spending Account
- Deferred Compensation Plan
- Retirement Plan
- Paid Holidays
- Floating Holidays
- Management Paid Leave Days
- Vacation and Sick Leave Accrual
- Employee Assistance Program



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## HOW TO APPLY

To apply, please submit an application by Wednesday, July 5, 2017 (5 pm) online at:  
[www.jobaps.com/alameda](http://www.jobaps.com/alameda)

Only online applications will be accepted. Following the closing date, applications and resumes will be screened according to the qualifications outlined above. The most qualified candidates will be invited to interview. Candidates will be advised of the status of the recruitment following finalist selection.

*Alameda County is an Equal Opportunity Employer*