HILLSBOROUGH COUNTY SHERIFF'S OFFICE
CHAD CHRONISTER, SHERIFF

Director of Support Services

Job Code: U8735
Pay Grade: UK
Pay Scale: $116,464.70-$212,782.66 Annually
Exempt: Yes

OVERVIEW

The Director of Support Services is a critical position within the General Services and Facilities Operations Division and is responsible for the maintenance and building operations and infrastructure supporting the Falkenburg Road Jail, Orient Road Jail, and Courthouse detention facilities. The position is also responsible for the logistics and administrative matters, including planning, budgeting, coordinating, and supervising subordinate managers/supervisors and other assigned staff of the Support Services Bureau.

DUTIES & RESPONSIBILITIES

Duties may vary based on assignment.

- Oversee the daily operations including personnel; scheduling; monitoring standards; inventory/property management; and coordinating various work activities; provide general leadership guidance both verbally and in writing to ensure key daily site-based decisions related to applicable locations are possible.
- Ensure overall compliance with regulations and procedures for the maintenance of detention buildings and facilities contained in the Florida Model Jail Standards (FMJS).
- Direct annual bureau work plans and facility maintenance schedules to establish work priorities and schedules for subordinate staff and achieve broad organizational goals and objectives.
- Communicate with division and department personnel, project sponsor/stakeholders, vendors, contractors, and citizens throughout the organization.
- Prepare annual budget requests and include projections and justifications for personnel needs, equipment replacement, and capital improvement projects; monitor expenditures and manage the annual operating budget for the bureau.
- Participate in the development and oversight of outsourced contracts pertaining to facility maintenance and approval and procurement process of parts and materials.
- Provide technical guidance, direction, and develop specifications for supplies, parts, equipment, and services requested of contractors.
- Ensure facility maintenance activities and work orders are completed in a timely manner; create and maintain records and reports as required.
- Establish, implement, and maintain preventive maintenance programs for facilities including performing regular inspections of facilities to develop and identify maintenance activities and to ensure compliance with building codes, and other applicable safety standards.
- Provide timely, accurate, and thorough evaluations/evaluation approvals of performance and initiate corrective action as needed, including termination.
- Assess staffing needs and identify shortfalls; interview, recruit, and hire new staff.
- Ensure proper instruction and training of personnel in methods and procedures, proper use of equipment, general preventative maintenance, system maintenance and repair, and proper safety protocols.
- Represent the agency/department/division at meetings, functions, and events.

- Perform other related duties as required.

KNOWLEDGE & ABILITIES

- Thorough knowledge of the functions, services, activities, requirements, and objectives of the specific project/functional area to which assigned.
- Considerable knowledge of the principles and practices of project management.
- Considerable knowledge of codes, rules, and regulations, pertaining to the maintenance of detention buildings and facilities.
- Considerable knowledge of occupational hazards and applicable safety regulations, standards, and equipment.
- Considerable knowledge of contract documents and specifications.
- Working knowledge of management methods, techniques, and practices.
- Ability to establish operations or project objectives and strategies for a functional or operational area.
- Ability to establish and maintain effective and cooperative internal and external working relationships with those contacted in the course of work.
- Ability to learn the operation and maintenance of new systems and equipment.
- Ability to identify relationships that explain facts, data, or other information and make correct inferences or draw accurate conclusions.
- Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.
- Ability to communicate effectively, both orally and in writing, to present information and prepare a variety of reports to staff and stakeholders.
- Ability to delegate, manage, and supervise effectively through scheduling, assigning, monitoring, reviewing, training, and evaluating the work of assigned staff.
- Ability to use a computer and related software including work order management programs.

SKILLS

- Conflict Resolution
- Problem Solving
- Safety Management
- Budgeting
- Operations Management
- Risk Management
- Financial Management
- Regulatory Compliance
- Facility Maintenance Management
- Project Management
- Strategic Leadership
- Contract Management
- Procurement Management
- Staff Development Programs

WORKING CONDITIONS

- Work within an office environment within a law enforcement agency.
- Stand/sit at a keyboard or workstation for prolonged periods.
- May engage in light physical exertion (e.g., lifting, carrying, pushing and/or pulling of objects and materials up to 10 pounds).
- May be required to visit other job sites to perform work.
- Work standard business hours.
- May work non-standard hours including nights, weekends, and holidays.
- Maintain cell phone availability after hours and at home to aid/guidance to subordinates.
- In the event of an emergency or disaster, may be required to respond promptly to duties and responsibilities as assigned by management chain, Division/District Commander, or the Sheriff (or their designee). Such assignments may be for before, during or after the emergency/disaster.

MINIMUM EDUCATION & EXPERIENCE

- A high school diploma or possession of a GED certificate.
- Seven years of program/project management and/or supervisory experience related to facilities management, building operations, facilities maintenance, and/or facilities construction oversight.

OR

- An associate degree from an accredited institution of higher education.
- Six years of program/project management and/or supervisory experience related to facilities management, building operations, facilities maintenance, and/or facilities construction oversight.

OR

- A bachelor's degree from an accredited institution of higher education with a major in business management, project management, or a related field.
- Five years of program/project management and/or supervisory experience related to facilities management, building operations, facilities maintenance, and/or facilities construction oversight.

ADDITIONAL JOB REQUIREMENTS

- Attendance at the specified Sheriff's Office work location is required.
- Depending on assignment, employees may be required to possess a valid Florida Driver License at time of employment. Driving history will be thoroughly reviewed and may be grounds for disqualification.
- No visible tattoos on face, head, and neck. Tattoos determined to take away from the professional appearance of the Sheriff's Office must be covered with an appropriate white, black, or neutral covering.
- No illegal drug sale within lifetime.
- No illegal drug use within the past 36 months. No marijuana use within the last 12 months.
- No felony convictions within lifetime.
- No misdemeanor convictions involving perjury, false statement, or domestic violence within lifetime.
- No dishonorable discharge from any branch of the United States Armed Forces, the United States Coast Guard, National Guard, or Reserve Forces.
- Successful completion of a background investigation including criminal, reference, employment, and neighborhood checks; polygraph; medical evaluation; and drug screening.
- Live within Hillsborough County or within Citrus, Hardee, Hernando, Lake, Manatee, Pasco, Pinellas, Polk, Sarasota, or Sumter County as long as the residence is located within the 60-mile parameter of Falkenburg Road Jail at the time of appointment/employment (certified only).

The duties and responsibilities on this job description represent the essential functions that an employee must be able to satisfactorily perform with or without reasonable accommodations. Reasonable accommodations shall be made upon request to enable employees with disabilities to perform the essential functions of their job, absent undue agency hardship. The Sheriff's Office retains the right to change or assign other duties to this job as necessary.