

DOUGLAS COUNTY, NEVADA

A Career Opportunity

MANAGER OF SENIOR SERVICES AND TRANSPORTATION

Are you looking for a new and challenging career experience in a beautiful location working with the best team in the country? If so, you have come to the right place because Douglas County, Nevada is seeking a highly motivated, experienced, and visionary Manager of Senior Services and Transportation to serve the citizens of our great county!



**Douglas County is an Equal Opportunity Employer and Drug Free Workplace
Douglas County Human Resources, 1616 8th Street, P.O. Box 218, Minden, NV 89423
Accommodations for disabled applicants can be made by calling Human Resources at (775) 782-9860**

About Douglas County and the Area

HISTORY

On November 25, 1861, Douglas County became one of the first nine counties established by the first Nevada Territorial Legislature, with the county seat located in the town of Genoa. The County was retained when the territory became a state on October 31, 1864. Douglas County is named for Stephen A. Douglas, a former United States Senator from Illinois, who opposed Lincoln in the 1860 election for President. Douglas County is the site of some of Nevada's earliest development. Many small communities are scattered along the base of the Sierra Nevada Mountain Range, remnants of some of the first towns in the state. A good number of these communities were established in the 1850's as trading posts and centers of ranching and farming. Genoa, originally known as Mormon Station, is the oldest of these and was settled in 1851.

GEOGRAPHY

The County covers an approximate area of 751 square miles, and is located in the western portion of the State. Douglas County borders the State of California to the west, Lyon County to the east, and the state capital of Carson City to the north. Included within the County's boundaries are portions of the Sierra Nevada Mountain Range, Lake Tahoe, Topaz Lake, and the Carson and Walker Rivers.

CLIMATE

Elevations within the County vary from a low of 4,625 feet on the valley floor to a high of 9,500 feet at East Peak. The proximity of the Carson Valley to the Sierra Nevada Mountains creates one of the most comfortable daily temperature ranges in the continental United States. Generally, the climate is arid, with warm summers, moderate winters, and cool evening temperatures year around.



COMMUNITY PROFILE

Douglas County is a diverse community which includes three unincorporated towns. The unincorporated towns of Minden, Gardnerville, and Genoa are governed by their own separate elected advisory boards. Minden, the County seat, has a population of almost 3,000 people. With over 8,000 in population, the Minden/Gardnerville town core is reminiscent of Rockwell's Americana. The major employers are in the fields of gaming and tourism, research and manufacturing, government and services. Douglas County offers the facilities and amenities of a metropolitan area, yet remains pleasantly rural with easy access to all services.

Douglas County is the fourth most populated county in Nevada with approximately 53,000 residents and seasonal populations that can exceed 65,000 due to its proximity to Reno, Carson City, and northern California.



Douglas County is a diverse community with a strong commitment to quality of life and environmental issues. Douglas County's location within the state and being the home to a portion of Lake Tahoe, provides high visibility for business and tourism. The area also provides an excellent environment for cultural, recreational, and outdoor activities, including skiing, hunting, horseback riding, hiking, camping, and other similar outdoor activities, as well as breathtaking scenic wonders, such as Lake Tahoe.

ORGANIZATIONAL STRUCTURE

The Manager of Senior Services and Transportation reports to the Director of Community Services, who in turn reports directly to the County Manager.

Douglas County employs between 600 and 700 employees depending on the time of year including seasonal, on-call, temporary, and part-time employees.

Douglas County has recently gone through the strategic management process and has outlined the future direction of our great county. The organizational values have also been defined as:

Integrity	We will demonstrate honest and ethical conduct through our actions.
Accountability	We accept responsibility for our actions.
Customer Service	An attitude of respect and fairness that delivers efficient and effective service.
Leadership	We establish the tone and direction for success motivating and inspiring others to accomplish a shared vision.
Communication	We ensure open dialogue through proactive listening and sharing of information throughout the organization and the community.
Teamwork	Working together to achieve shared goals.

About The Position

POSITION PROFILE

The Manager of Senior Services & Transportation will plan, organize and manage the operations and staff of the senior services in assuring that effective and appropriate transportation, support and food services are provided for senior residents; organizes and manages Douglas County Rural Transit public transportation services.

- Plans, organizes and monitors operations, staff and programs at the senior center facility, including transportation, meals and support services; monitors daily activities of clients, staff and others within facility; monitors facility environment and responds to facility needs and issues; assures a safe and functional environment for clients.
- Develops and manages programs to assure the health, safety and welfare of the senior residents of the County, and achieve the goals of a safe, clean and attractive environment for the community; reviews and prioritizes performance and outcome goals; evaluates program issues, and recommends solutions; develops and approves recommendations for improving program operations and processes; assures that strategic goals are reached.
- Effectively manages department personnel by evaluating and analyzing department issues, recommends and implements solutions, prioritizes and assigns tasks and projects, reviews the work of assigned staff to assure the work quality and timely accomplishment of assigned duties and responsibilities; participates in the interview process and training of new employees; develops staff skills; listens and responds to employee problems, concerns, and complaints and suggests solutions that may rectify the situation; prepares performance evaluations, discusses performance with assigned staff, and counsels employees concerning performance improvements.
- Supervises and oversees Douglas County Rural Transit (DART) public transportation program and operations; ensure operations and staff operate in conformance and compliance with NDOT, DAS and DOT rules and regulations; provides staff support and specified program oversight for the Transportation Advisory Council; develops and maintains working relationships with agencies and community organizations directly affected by DART services to assess and determine rider-ship needs.
- Develops and administers the operating budget in coordination with the department head, including revenues and expenses in accordance with NDOT and DAS grant related requirements; tracks budget expenditures and initiates adjustments to ensure compliance and fiscal integrity; reviews and analyzes records and reports; prepares special and recurring reports; monitors budgets and expenditures.
- Oversees and manages a variety of other programs, including Volunteer Program, Home Companion, Medic Alert, and legal services programs.
- Coordinates with the business community, citizen groups, State Legislature, NDOT, and other local agencies; assists and interacts with County departments, support staff, advocates, and Federal, state and local senior service and community organizations;

conducts public outreach programs and coordinates discussions on senior services and transportation issues; receives and reviews customer complaints and issues, and coordinates responses.

- Manages grant programs and applications as required; monitors grant documents for accuracy and completeness; assures grant programs are in compliance with Federal, state and local policies, standards and requirements; manages and oversees other fundraising and special events.
- Performs a wide range of general administrative duties; reviews and approves expenditures, reports, documentation, and time cards; updates and maintains files, records, and other documents; compiles data for management purposes, and prepares reports as required; interprets and explains Department policies, procedures, rules and regulations; manages the volunteer program and coordinates the recruitment and training of volunteer staff.

Qualifications and Experience

EDUCATION AND EXPERIENCE

Bachelor's degree in Business Administration, Public Administration, Gerontology, Social Services, or other closely related field, and three (3) year's public sector program management experience, including one (1) year supervisory experience; or an equivalent combination of education and experience that could provide the required knowledge, skills, and abilities. Intermediate to advanced proficiency level utilizing Microsoft Office applications including Excel, Access, PowerPoint, Word, and Outlook. **Valid Driver's License with an acceptable driving record; current First Aid and CPR certifications required.**

OTHER KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of local community resources and various community services programs; principles of transit system utilization analysis and strategic planning; state and Federal statutes, rules, ordinances, codes, and regulations related to senior services and public transportation; principles of files and records management; leadership and management principles, practices and methods; social issues and problems of senior citizens; project and grant management principles and techniques.

Ability to assess and prioritize multiple tasks, projects and demands; provide effective training and instruction to staff and volunteers; demonstrate effective interpersonal relationships in bringing people together to solve problems.

Skills in scheduling and supervising staff, delegating tasks and authority, and coaching to improve staff performance; interpreting laws and regulations, making decisions, maintaining composure, and working effectively under deadlines; evaluating and interpreting program results and performance outcome measures; analyzing problems, identifying solutions, recommending and implementing methods, procedures and techniques for resolution of issues; communicating with seniors and mediating difficult situations; interacting with people of different social, economic, and ethnic backgrounds.

Compensation and Benefits

The salary range is between \$56,861.17 to \$76,024.00 annually depending upon the background and qualifications of the successful candidate. The County offers a generous benefits program including health, dental, vision, and life insurance, paid vacation, sick and administrative days and 100% employer paid state retirement (PERS). Working conditions within the County are outstanding and the area offers a high quality of life.

The Application Process

Douglas County Applications and current DMV printout required at time of submitting application. All applications and required documentation must be received by Douglas County Human Resources no later than 4:00 PM on Monday, November 24, 2008. Postmarks not accepted. The top candidates will be invited to an extensive interview process. Reference checks will be conducted after receiving the candidate's permission. For an application, call (775) 782-9876, visit www.douglascountyhr.com or Human Resources. Submit application to Douglas County Human Resources, 1616 8th Street, P.O. Box 218, Minden, NV 89423 – Fax (775) 782-9083

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