

**CUMBERLAND COUNTY**  
invites applications for the position of:



**County Social Services Business  
Officer II - (Bus. Ops. Division  
Director)**

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**SALARY:** \$70,056.00 - \$100,000.00 Annually  
**OPENING DATE:** 08/17/22  
**CLOSING DATE:** Continuous

**POSITION OVERVIEW:**

**\*\*Open Recruitment Until Filled\*\***

**PRIMARY PURPOSE OF POSITION:** Primary purpose is to develop, implement, monitor, and supervise the day-to-day business operations of the agency. The Division Director of Business Operations must ensure agency compliance with State Human Resources Act, Limited English Proficiency, Wage and Hour Laws, Family Medical Leave, Americans with Disability Act and OSHA and general accounting principles. The Division Director can be designated by the Director assume overall agency responsibility in absence of Director. The Division Director to assist the Director in assuring that federal, state and local dollars are effectively and legally appropriated within the agency's formal budget. The Division Director position understands and assures the application of multiple and complex program rules and regulations relating to broad program and fiscal policies that come from state and federal sources. The Division Director represents the agency in complex and challenging relationships with other public organizations, private profit and non-profit organizations, advocacy groups, judges, schools, hospitals, vendors, county government, elected officials and the media. The Division Director serves on the agency's Executive and Management Teams.

**EXAMPLES OF DUTIES:**

**Duties:** The position is responsible for the agency's fiscal and budgetary operations, personnel administration, purchasing, information and technology systems, program integrity, staff development, and physical plant operations including central records, mail & communication. The Division Director of Business Operations is responsible for the planning, development, administration, and supervision of the section, facility management of the physical plant and program integrity, senior Business Managers over budget and finance, and a Personnel Unit Supervisor. The Division Director also carries out other duties such as reviewing actions taken by the Management Team and program staff; assisting Division Directors in other program areas in decision making to include decisions related to adult wards for whom the Director is guardian, child protective services, and economic programs. This position represents the agency in State, County and community meetings and appearing before various government boards, legislators, media and court. Job responsibilities and duties require this position to work after hours, holidays and weekends. This position requires the flexibility to work non-traditional schedules to meet the duties, demands and responsibilities of the position including disaster duty.

**MINIMUM QUALIFICATIONS:**

**Minimum Qualifications:** Graduation from a four-year college or university, preferably with a major in business, public, or hospital administration, and five years of administrative experience involving participation in the planning and management of a business or governmental program; or nine months of graduate training in an accredited school of social work and four years of supervisory or administrative experience in social work; or an equivalent combination of education and experience.

**PREFERRED TRAINING & EXPERIENCE:** Position requires thorough knowledge of the legal and philosophical basis for public welfare programs and system. Considerable knowledge of principles and practice of business administration, finance, information systems management and human resources in a public human services organization. Thorough knowledge of management including budgetary principles, techniques, and practices is required. Knowledge of the agency's organization, operation and objectives and applicable federal, state and county laws, rules, and regulations including personnel laws. Experience working with military communities and families. Ability to exercise sound judgment in analyzing situations and making decisions; direct employees and programs in the various areas of responsibility; and develop and maintain effective working relationships with the general public and with federal, state, and local officials.

## **KNOWLEDGE, SKILLS AND ABILITIES:**

**KNOWLEDGE, SKILLS and ABILITIES:** Considerable knowledge of the principles and practices of public and business administration. Considerable knowledge of modern office procedures, practices, and equipment. Considerable knowledge of the organization and structure of State and local governmental and volunteer agencies. General knowledge of personnel, purchasing, and accounting practices and procedures. Ability to plan and direct fiscal and business services. Ability to select, train, and supervise employees engaged in business operations. Ability to establish and maintain effective working relationships with associates, county and state officials, and the general public.

**CONDITIONS OF EMPLOYMENT:** The selected applicant will be subject to the following conditions prior to appointment. Failure to complete or fulfill these conditions may result in dismissal.

***The employee in this position will be operating motor vehicles for Cumberland County and shall have a valid North Carolina Drivers License.***

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be a basis for withdrawal of the conditional employment offer.

Law enforcement background check is required.

Duties of this position require the use of the employees personal vehicle.

This position will be required to assist in emergency and/or disaster situations.

The Cumberland County Department of Social Services has a dress code policy that must be adhered to. This policy includes specific guidelines related to tattoos and body piercing.

College transcripts may be submitted on-line via the attachment feature or mailed to Cumberland County Department of Social Services, P.O. Box 2429, Fayetteville, NC 28302. Prior to employment start date, an official transcript must be presented in its original unopened envelope.

***Due to the volume of applications received, we are unable to provide information regarding the status of your application over the phone. To check the status of your application, please log into your account and click "Application Status."***

If there are specific questions regarding this posting, you may contact Human Resources @ (910) 677-2580.

## MISSION

The Cumberland County Department of Social Services stands united to strengthen individuals and families and to protect children and vulnerable adults. We collaborate with our community partners to provide programs and services which engage our customers in improving their quality of life.

## VISION

We envision our Department... as a catalyst for improving quality of life through teamwork, partnership, forward thinking, and cutting edge service delivery. We envision our customers...as partners, motivated and empowered to improve their quality of life.

## Our Core Standards & Values

A quality customer experience, business operations and employee experience represents our three Core Standards that guide our principles and values. We have identified eight core values and validating behaviors that define our Departments: Service, Teamwork, Accountability, Diversity, Innovation, Optimism, Integrity and Flexibility.

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APPLICATIONS MAY BE FILED ONLINE AT:  
<http://www.cumberlandcountync.gov>

Position #202201504  
COUNTY SOCIAL SERVICES BUSINESS OFFICER II - (BUS.  
OPS. DIVISION DIRECTOR)  
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## County Social Services Business Officer II - (Bus. Ops. Division Director) Supplemental Questionnaire

- \* 1. Do you have, or able to obtain upon hire, a valid North Carolina Driver's License?  
 Yes    No
  
- \* 2. Do you have experience managing and overseeing Disaster Shelter(s)?  
 Yes    No
  
- \* 3. Briefly describe your experience managing and overseeing Disaster Shelter(s). (If you do not have experience managing and overseeing Disaster Shelter(s), type N/A in the space provided).
  
- \* 4. Do you have experience managing and overseeing fiscal and budgetary operations?  
 Yes    No
  
- \* 5. Do you have experience managing and overseeing personnel administration?  
 Yes    No
  
- \* 6. Briefly describe your experience managing and overseeing fiscal and budgetary operations and personnel administration. (If you do not have experience in these

areas, type N/A in the space provided).

- \* 7. Please verify that your application includes the following information: \* Employment history including salary, correct dates of employment, employer address and phone number, supervisor's name, and reason for leaving each employer. Applications without the above information will be considered incomplete and not be processed. Please take a moment to review your application before submission to ensure all categories are completed. I have read and understand the above statement.

Yes  No

\* Required Question