

HEAD START SUPPORT SERVICES MANAGER

DEFINITION: Under general direction, performs work of considerable difficulty in overseeing the operations of facility maintenance, property management and student transportation services of Navajo Head Start; ensures compliance with the Head Start Performance Standards and applicable local, state and federal regulations through ongoing, consistent review, monitoring and follow up; collaborates with all other Head Start components in order to provide quality controls, training, services and compliance monitoring; develops, implements and maintains ongoing quality assurance and performance process; performs related work as assigned.

ESSENTIAL FUNCTIONS: This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

TASKS:

Plans, organizes, directs and supervises the facility, property management and student transportation services; works with managers and technicians to ensure that operations are effectively and efficiently managed and meet mandates, building codes and other pertinent tribal, state and federal regulations, guidelines and laws; develops program goals, objectives and priorities; oversees maintenance of facilities, quality control and the coordination of maintenance, custodial services, capital improvement projects, property and student transportation operations; develops and manages budgets, construction contracts, etc.; negotiates leases and contracts; maintains records and documentation for all contracts, agreements, construction projects, equipment, etc.; prepares and coordinates bids, repair costs and estimates; assesses facility needs, monitors, evaluates and prioritizes facilities requests, determines assignments and scheduling; ensures facilities/equipment is appropriately maintained; schedules and coordinates repairs; coordinates facility construction, renovations and playground development activities.

Responsible for coordination and compliance with all safety, security and emergency regulations with Indian Health Services, Office of Environmental Health (OEH), Navajo Division of Health and related entities; monitors building and food service inspections, OEH inspection reports and develops corrective action plans to address non-compliance, violations and deficiencies; monitors facility, playground and transportation inspections, maintenance and agreements; monitors fire and bus evacuation drills and ensures that drills are conducted; monitors functional areas (facilities, playgrounds, food service and student transportation) to assure compliance with Head Standard Performance Standards, local, state and federal regulations; compiles and maintains safety precaution documents on all facilities; develops policies, guidelines and monitoring instrument to evaluate programmatic areas; researches areas for best practices and system improvements; oversees property and student transportation operations, including development and tracking inventories.

Supervises facilities, property management and student transportation staff; assigns and reviews work of staff; conducts performance appraisals; takes appropriate action when necessary; develops, implements and maintains internal control mechanisms for program accountability and transparency; meets with management teams, provides technical assistance and support to ensure program effectiveness; interprets local, state and federal policies and procedures, rules, regulations and directives; serves on committees, panels and advisory boards; develops materials and conducts presentations and workshops; participates in meetings and strategy sessions to stay informed of priorities, raise issues and provide feedback; attends chapter and community meetings to disseminate information; provides technical assistance and information to parents and communities; attends meetings, training and professional development activities; may perform special projects as assigned by the Assistant Superintendent.

KNOWLEDGE, SKILLS, AND OTHER CHARACTERISTICS:

Knowledge of the principles and practices of educational administration and processes.

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Knowledge of Navajo Nation, Head Start Performance Standards, federal, state and local laws, codes, regulation and guidelines governing aspects of tribal operations relative to program responsibilities. Knowledge of the principles and practices of property management, Knowledge of the principles, practices and processes of construction. Knowledge of budget and reporting systems, program analysis and performance measures. Knowledge of quality improvement processes, protocols, changes and updates. Skill in developing and analyzing program strategic plans, operating systems, procedures and controls. Skill in developing and executing documents, reports, goals and objectives and program performance measures. Skill in making significant decision and problem solving in many areas including the allocation of resources to program components, supervisory issues and scheduling program services. Skill in managing staff and complex internal relationships, maintaining open communication and effective working relationships. Skill in providing advice and direction to subordinate supervisors and staff. Skill in the collection, analysis and evaluation of information to arrive at sound conclusions and recommendations. Skill in oral and written communications with strong emphasis in providing training. Ability to interpret and enforce public safety, fire and life safety codes. Ability to determine and prioritize demanding workload while being flexible to emergent/unplanned needs and situations. Ability to exercise tact and discretion in all employee and vendor interactions. Ability to handle highly stressful and sensitive situations in a professional manner. Ability to interpret and implement complex policies and regulations.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves a minimum of physical effort in an office setting.

MINIMUM QUALIFICATIONS:

- A Bachelor's degree in Facility or Construction Management, Business, Public Administration or a related field; and four (4) years of work experience in management or coordination of program services, three (3) years of which must have been in a supervisory capacity.

PREFERRED QUALIFICATIONS:

- A Master's degree in Facility or Construction Management, Business, Public Administration or a related field.

SPECIAL REQUIREMENTS:

- A favorable background investigation.
- Possess a valid state driver's license.

Supplemental Requirements:

Incumbent must obtain a physical examination, a First Aid Certificate, a Cardiopulmonary Resuscitation (CPR) Certificate and a Navajo Nation Vehicle Operator's Permit within 90 days of date of hire. Incumbent must abide by the program's standards of conduct.

Depending on the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.