



LOS ANGELES COUNTY INVITES
APPLICATIONS FOR

**Program Project
Manager/Administrative
Services Manager III
(CLASSIFIED)**

APPLICATIONS ACCEPTED FROM
APRIL 30, 2021 UNTIL FILLED.
APPLICANTS ARE ENCOURAGED TO
APPLY BY MAY 28, 2021 FOR FIRST
CONSIDERATION.

THE COUNTY OF

Los Angeles

As the largest employer in Southern California, the County of Los Angeles has over 111,000 employees in 37 departments and an operating budget of over \$38 billion. The County provides vital and wide-ranging public services to a diverse population of 10 million residents.

With 88 cities and more than 120 unincorporated communities, the County is home to immigrants from all over the world, representing more than 220 languages. In fact, more than half of the County's residents speak a language other than English at home. The County is also home to the largest population of persons of American Indian descent in the nation.

In four of the past five years, the County has appeared on Forbes' America's Best Large Employers List.

Department of Public Social Services (DPSS)

The Department of Public Social Services (DPSS) is complex and the largest public services agency in the United States. With a \$4.6 billion budget and 14,000 employees, we provide necessary assistance to Los Angeles County's underserved population. We provide over \$2 billion in direct and contracted services to over 3 million individuals.

By providing temporary financial assistance, food, shelter, and employment services to low-income County residents, we make the difference for many in need. We determine eligibility for free or low-cost health care programs and services for families with children, pregnant women, and aged or disabled adults.

At DPSS, we continue to develop technological advances to serve our customers efficiently and effectively. We are recognized for our successes in providing services through state-of-the-art call center technology, mobile applications, and working closely with our business partners to link customers to a myriad of services (mental, substance abuse, domestic violence, etc.).

THE OPPORTUNITY

The Position

The Program Project Manager, as the Director of the Project Management Office (PMO) under the Bureau of Special Operations, will direct and oversee the department's strategic organizational and innovative initiatives.

The PMO Director works to ensure that the department has a standard structure for managing projects that have significant department, customer, or staff impact; has major federal or state mandates, and are high risk projects with potential exposure to litigation or Board priorities. The PMO Director will be responsible for working with DPSS executives to ensure that the best project management practices are used across the board, especially when managing complex projects. They will also be responsible for establishing project management dashboards, developing and identifying criteria to determine the overall status of the project, and ensure compliance with time and budget directives.

The PMO Director will need to work across the enterprise to ensure that project management disciplines and tools are clearly understood, work with executive management to identify interdependencies, and establish clear goals and performance outcomes. They will also need to work with managers to ensure that appropriate resources are shared and evaluate projects.

Project management knowledge will increase the effectiveness of public assistance and social services programs administered by the Department of Public Social Services.

ESSENTIAL DUTIES

Knowledge:

- Candidate must demonstrate that they are knowledgeable in Program Project Management technology and methodology (not IT or Construction). Candidate must demonstrate that they are a strategic thinker, possess excellent management skills, can identify and mitigate risks in a timely manner, have the analytical skills required to seek and analyze data, and can problem solve and generate solutions.
- Direct PMO team to enhance and create tracking and measurement tools.
- Maintain process standards by providing a framework to establish performance measures based on organizational goals and objectives and providing tools and procedures to achieve the department's mission and vision.

Supervisory Controls:

- Candidate will be responsible for directing or supporting projects that align with DPSS strategic vision and mission, have significant budgetary impacts, impact a significant number of customers, and have major federal/state implications or are Board priorities.

Guidelines:

- Candidate must have the ability to make decisions based on multiple and sometimes ambiguous or conflicting guidelines that require considerable interpretation, and the planning of all phases of assignments, as well as the development of some new methods to complete work. Candidate must be able to identify interdependencies between projects, provide cross correction strategies, if needed, and provide the managers with the guidance and tools needed to keep a project on track.

ESSENTIAL DUTIES

Complexity:

- Work requires the use of many different and unrelated processes and methods, as well as a great depth of analysis to identify the nature and extent of problems, develop new methods, and deal with many variables including some that are unclear or conflicting. Work requires the ability to highlight projects that need management support or additional resources, or projects that are at risk of not meeting expectations. Work also requires strong communications with sections, other County departments, and State partners.

Impact:

- Completed work affects a wide range of departmental programs and/or administrative activities, influence internal or external operations, or impacts many people.

Contacts and Purpose of Contacts:

- Contacts at this level include influential individuals within and outside of the department such as executive-level managers, senior-level managers, and high-level staff, as well as professionals from other organizations, such as contractors or attorneys. Contacts are made for the purpose of influencing these individuals on matters of considerable importance.

These positions differ from those belonging to the lower-level Administrative Services Manager II class in that positions within the latter class are responsible for supervising a unit of lower-level analysts performing a full range of difficult to complex analytical assignments, while positions within the Administrative Services Manager III class are responsible for managing, through subordinate supervisors, an administrative services section composed of multiple units.

- Oversee the training and development of the departmental workforce in process improvement and Project Management methodologies.
- Oversee the monitoring, tracking and identification of potential risks of all departmental high priority, legislative, legal and Department Head initiated projects. Design risk mitigation plan.
- Ensure projects integrate Data Driven Decision strategies.
- Create comprehensive work plans for the life cycle of a project, including agile business models.
- Organize and lead an Executive Steering Committee platform, providing updates on projects and resource allocation to an Executive body.
- Ability to lead a team of Administrative Managers, Management Analyst and Program Assistants.
- Lead and facilitate high priority, legislative, legal and Department Head initiated projects ensuring they are aligned with the department's strategic objectives.
- Verify and implement initiatives inter-departmentally and with other counties to adopt and implement best practices in process improvement and project management methodologies.
- Represent the department and executive team by being a liaison on high profile projects by ensuring issues, risks, or interdependencies are monitored, pulling key stakeholders together to address, and/or elevating to Executive Management for resolution.
- Provide informed recommendations on projects and ensure all PMO-tracked projects are aligned with the department's business objectives and the strategic plan.

- Coordinate and oversee the daily activities within the section, i.e. reports, ensuring meetings are scheduled, performance evaluations etc.
- Advise Administrative Services Managers on establishing performance standards and professional development goals for the section.
- Direct the PMO team to enhance and create tracking and measurement tools.
- Maintain process standards by providing a framework to establish standard performance measures based on organizational goals and objectives and providing tools and procedures to achieve the department's mission and vision.

REQUIREMENTS

TRAINING AND EXPERIENCE

Two (2) years of bona-fide supervisory experience* over a unit of analysts performing assignments within one or more of the following administrative fields: human resources, budget, finance, contracts or other closely-related administrative field AND three (3) additional years of experience at the level of a journey analyst** or higher in performing project management activities that include initiating, planning, executing, monitoring & controlling projects.

*Bona-fide supervisory experience includes responsibility for managing complex projects across disciplines, planning, assigning and reviewing the work of staff, evaluating employee performance, participating in interviewing and selecting new staff, and performance management.

**In the County of Los Angeles, Journey-level analyst work involves the independent performance of work assignments which require the use of sound professional judgment, initiative and creativity in identifying and selecting research and analytical methods and techniques to address and resolve complex, controversial, and/or sensitive problems related to administrative functions such as human resources, budget, finance, contracts and other closely-related, sensitive and confidential administrative functional areas. Acceptable classes for experience at the journey analyst level include, but are not limited to: Administrative Services Manager I, Senior Departmental Personnel Technician, or Program Specialist III, CEO.

LICENSE

A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

REQUIRED COMPETENCIES:

Leading Change: Strong Program Project Management Expertise, Analytical Thinking Skills, Data Analytics, Risk Assessment, Critical Thinking Skills, Task Management, Innovation, and Creativity; External Awareness; Flexibility/Adaptability; Resilience; Strategic Thinking; Vision. Leading People: Conflict Management; Developing Others; Promoting a Diverse Workforce; Teambuilding/Collaboration; Promoting an Accountable Workforce. Achieving Results: Customer Service; Decisiveness; Integrity/Honesty; Planning and Evaluation. Operational Acumen: Fiscal Responsibility; Workforce Development; Operational Improvement. Building Partnerships: Influencing/Negotiating; Networking; Political Acumen. Fundamental Competencies: Active Listening; Reasoning/Critical Thinking; Oral Communication; Written Communication. Technical Credibility: Specialized Job Knowledge; Supervisory/Management Knowledge

DESIRABLE QUALIFICATIONS:

- Certification from the Project Management Institute (PMI) as a Project Management Professional (PMP).
- Ability to interact with diverse technical and non-technical groups, spanning all organizational levels.
- Ability to manage changing priorities and mitigate risks within a highly dynamic environment.

Examination Content:

Once we have determined that you meet the requirements, we will invite you to take multiple-choice assessments that will assess the competencies associated with this position.

Part 1: A qualifying Project Management multiple-choice test assessing the following:

- Project Communications Management
- Project Cost Management
- Project Human Resources Management
- Project Management Characteristics
- Project Management Methodologies
- Project Procurement Management
- Project Quality Management
- Project Risk Management
- Project Scope Management
- Project Stakeholder Management
- Project Time Management

Only candidates who achieve a passing score of 70% or higher on Part 1 will have Part 2 scored and calculated for inclusion in the final score.

Part 2: A multiple-choice test weighted 100%, assessing the following:

- General Problem-Solving Skills
- Management Judgment
- Deductive Reasoning
- Willingness to Learn
- Empathy
- Working Relationships
- Sharing Knowledge and Guidance
- Analyzing Information
- Learning Quickly
- Generating New Ideas
- Using Time Efficiently
- Working to High Quality Standards
- Adapting to Change
- Controlling Emotions
- Achievement
- Responsibility
- Management Potential



COMPENSATION AND BENEFITS

Compensation: Range \$9,425.28 to \$12,700.82 monthly. Starting annual salary will be dependent on qualifications and career accomplishments.

Benefits: Total Compensation includes an excellent program of benefits that allows employees to choose the benefits that meet their specific needs:

- Retirement Plan – The successful candidate will participate in a contributory defined benefit plan. The Los Angeles County Employee Retirement Association (LACERA) has reciprocal agreements with several public retirement systems in California.
- Cafeteria Benefit Plan – The County provides a tax-free contribution of 14.5% to 17% of the employee's monthly salary from which to purchase health insurance and other benefits. Any portion of the County contribution not used to purchase benefits is given to the employee as taxable income. Benefits available within the Megaflex plan include medical, dental, disability, life and AD&D insurance. (Megaflex is not available to County employees who are currently in Flex.)
- Flexible Spending Account – Optional employee tax-free health care spending account. Employees may contribute up to \$200 per month tax-free to a Health Care Spending Account and up to \$400 per month tax-free to a Dependent Care Spending Account.
- Savings Plan (401k) – Optional tax-deferred income plan that may include a County matching contribution up to 4% of the employee's salary. Please note that the current County match is temporarily on hold.
- Deferred Compensation Plan (457) – Optional tax-deferred income plan that may include a County matching contribution up to 4% of the employee's salary. Please note that the current County match is temporarily on hold.
- Non-Elective Days – 10 paid days per year with the option to buy elective annual leave days. Annual leave can be used for vacation, sick, or personal leave.
- Holidays – 12 paid days per year.

HOW TO APPLY

Please go to: <https://bit.ly/3eD6Rf1> to create an online profile and submit your application.

Applicants are encouraged to submit PMI or PMP certificates with application.

For confidential inquiries, please contact:

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