



S. RENÉE NARLOCH
& ASSOCIATES
PROFESSIONAL EXECUTIVE RECRUITMENT



CUMBERLAND COUNTY, NC

INVITES YOUR INTEREST IN THE POSITION OF

ASSISTANT COUNTY MANAGER, COMMUNITY SUPPORT SERVICES

THE COMMUNITY

Located in the beautiful Sandhills region of North Carolina, Cumberland County is only two hours from the Atlantic coastline and four hours from the Great Smoky Mountains and the Blue Ridge Parkway. A large and growing county, Cumberland has a diverse population of approximately 332,000 and is the fifth most populous county in the state. Cumberland County has nine municipalities, including the City of Fayetteville (pop. 210,000), which is the county seat.



Cumberland County is home to Fort Bragg, one of the largest military installations in the world and headquarters for U.S. Forces Command, XVIII Airborne Corps, 82nd Airborne, and U.S. Special Forces Command. The strong military presence offers significant economic development potential, along with other opportunities for economic diversification.

The City of Fayetteville, whose motto is “History, Heroes and a Hometown Feeling,” is a two-time All-America City award winner that offers the amenities of a sizable city, a revitalized downtown area, and numerous shopping opportunities. The county’s other municipalities provide the option of small-town living, and Cumberland County includes large rural agricultural regions as well.

One of Cumberland County’s greatest assets is its thriving arts and cultural community. Theatre, symphony orchestras, and museums for adults and children are available, including the Airborne and Special Operations Museum. A variety of festivals and special events are held throughout the year, and the County is also home to the Fayetteville Woodpeckers, a Houston Astros Class A Minor League Baseball team, and the Fayetteville Marksmen of the Southern Professional Hockey League. Cumberland County is home to the historic Fayetteville State University, prestigious Methodist University, and award-winning Fayetteville Technical Community College.

Cumberland and the surrounding area include scenic rivers, lakes and other recreation areas, as well as world-renowned golf courses that host major tournaments. Residents enjoy a pleasant climate with a distinct change of seasons.

THE ORGANIZATION

The County’s mission is to provide quality services to citizens while being fiscally responsible. The County provides services ranging from animal control to zoning, and provides strong support for quality public education,

working with an elected Board of Education and appointed school superintendent. Award-winning programs in the Health Department, Finance Department, Public Library, and Department of Social Services demonstrate the County’s commitment to better serve residents, prepare for the future, and be a caring, inclusive, and transparent government.

Cumberland County has a Commissioner-Manager form of government. The County Board is composed of seven Commissioners elected to four-year terms. The Senior

County Management Team includes the County Manager and four Assistant County Managers. County operations are expansive and highly complex and include various boards, commissions, non-profit organizations, and more than 25 departments. The County has approximately 2,300 employees and an FY2021 total budget of more than \$475 million, including a \$328.2 General Fund. The County is financially stable with excellent bond ratings.

The County Manager’s Office oversees all County departments, programs, and operations pursuant to the policies, ordinances, and directives adopted by the Board of County Commissioners. The County Manager is the Chief Executive Officer and is appointed by and serves at the pleasure of the Board. The County Manager has the responsibility of implementing policies and procedures of the Board, delivering services, managing daily operations, and appointing subordinate department managers. The current County Manager is a long-term county employee and was appointed as County Manager in 2014.

THE POSITION

The Assistant County Manager of Community Support Services, as a member of the Senior Leadership Team, assists the County Manager with the planning and administration of the County Government, as well as serves as the liaison between the County Manager and assigned department directors. The Assistant County Manager provides leadership, administrative direction, and planning to support the operations, programs, and services of assigned departments and ensures that the Mission, Vision, and Core Values as outlined in the County’s Strategic Plan are implemented. A primary focus of this position is to effectively manage all matters that affect not only community service and regulatory mandates but also to manage overall projects that affect county operations. The Assistant County Manager of Community Support Services supervises approximately

1,225 of the county's 2,300 positions and manages several divisions which have substantial budgets. This position provides management oversight to all Community Support agencies: Department of Social Services, Child Support Enforcement, Public Health, Juvenile Crime Prevention, Pretrial Services, Senior Employment, and Veterans Services. The position serves as program liaison for behavioral health services and also serves as the liaison to various nonprofit and community-based organizations as assigned by the County Manager.

The Assistant County Manager oversees operational effectiveness and collaborates with assigned department heads on a regular basis to discuss and assess changing program mandates, funding priorities, local support needs, staffing, and resource needs. Duties include supporting the development of department and program plans through management and organizational analysis, as well as interagency collaboration, including assessing management trends, changing work environments, and the needs in the development of such plans.

Responsibilities include, but are not limited to:

- Facilitates the development and implementation of proposals approved by the Board of Commissioners and/or the County Manager;
- Recommends creation of local human services programs and develops policies and procedures as necessary in all assigned areas;
- Meets with department heads to assess upcoming budget needs in the preparation of the department budgets and in controlling expenditures;
- Works with department heads to conduct program reviews of services and in the identification of both administrative and programmatic problems and develops recommendations;
- Maintains current knowledge of changing federal and state laws; serves as the link to ensure that these changes are researched to determine the impact of implementation to county government operations;
- Maintains current knowledge of changes in operating philosophies and policies, and routinely reviews such policies to ensure any changes in philosophy or practice are appropriately incorporated into program functions;
- Supports adoption of local regulations and supports the enforcement of appeals of local regulations;
- Supports the Human Services Directors and department heads in performing regulatory functions required by state and federal law;
- Attends meetings of the Human Services Boards representing county interest and coordination;
- Provides information to the media and/or the public regarding program services upon request;
- Provides information to the County Board of Commissioners regarding program services and needs;
- Serves in an acting capacity for various departments based on turnover as needed;



- Ensures management of the Performance Management System in assigned departments;
- Undertakes special assignments from the County Manager involving sensitive and complex issues; prepares various reports and recommendations; and reviews, develops, and conducts studies and study reports including reviewing recommendations prepared by others;
- Represents County Government and presents on behalf of the County Manager at various meetings;
- Attends and/or presents at all Board meetings and provides assistance to Board members through the County Manager. Attends and participates in agenda session planning meetings and prepares/presents project updates; and,
- Other duties as assigned.

The Assistant County Manager of Community Support Services must have a thorough knowledge of methods, procedures, and policies of county operations as such pertains to the performance of the essential functions of this position. A thorough knowledge of principles and practices of public administration to include planning and managing multiple service departments, programs, and services; and preparing and the ability to implement proposals that affect the operations of county government is essential.

The County is seeking a talented, progressive leader with a collaborative, servant-leader management style. A results-oriented team player with a passion for public service and a commitment to excellence is sought. Must be credible, humble, and able to create a high level of trust and confidence with a variety of stakeholders.

This position requires a high-energy level and an ability to operate with significant independence. An innovative and creative individual who

can overcome challenges in a climate of resource limitations is needed.

The successful candidate will be accessible, approachable, and embrace and model the County's core values of professionalism, respect, integrity, diversity, and excellent customer service.

The selected candidate will lead by example, empower employees, and effectively cultivate an outstanding workforce through the development and management of staff talent.

The successful candidate will be a strategic thinker able to lead cross-functional teams using a collaborative, team-based style to resolve complex problems and capitalize on opportunities with creative solutions. A commitment to the highest level of customer service and community collaboration by routinely seeking stakeholder input to effectively achieve County goals is essential.

Candidates must be intuitive, politically astute, apolitical, and have excellent communication and interpersonal skills. The selected candidate will have an excellent track record in establishing and maintaining working relationships with diverse internal and external stakeholders such as County staff, County Commissioners and other public officials, business and community leaders, and the general public through demonstrated personal community engagement. Ideally, candidates should have experience in strategic planning, best practices, performance measurements, intergovernmental relations, and budget development.

Requirements include a Bachelor's degree in public administration, business administration or a related field supplemented by six (6) years of progressively responsible administrative and supervisory work experience in one or more assigned departments or other related areas; or an equivalent combination of education, training, and experience. Prior local government experience is highly desirable, specifically in the area of Human Services. Relocation to the County is required within 12 months of hire date.



COMPENSATION

Starting salary will be competitive and negotiable based on the qualifications and experience of the individual selected. The County has a generous benefits package, including participation in the North Carolina Local Government Retirement System and, if eligible, Group Health Insurance upon retirement.

TO APPLY

If interested in this outstanding opportunity, visit our website at www.srnsearch.com and apply online. Position is open until filled. Resumes will be screened according to the qualifications outlined above. Screening interviews with the most qualified applicants will be conducted by S. Renée Narloch & Associates to determine a select group of finalist candidates who will be asked to provide references; references will be contacted only following candidate consent. Final interviews will be held with Cumberland County. Candidates will be advised of the status of the recruitment following the selection of the Assistant County Manager of Community Support Services. Questions regarding this recruitment may be directed to:

Ms. S. Renée Narloch
S. Renée Narloch & Associates
info@srnsearch.com | 850.391.0000

Cumberland County is an Equal Opportunity Employer.



**S. RENÉE NARLOCH
& ASSOCIATES**
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2910 Kerry Forest Pkwy D4-242, Tallahassee, FL 32309
723 West University Ave 110-296, Georgetown, TX 78626
www.srnsearch.com