



# Operational Services Manager Position Description

<b>Job Title</b>	Contracts Unit Manager	<b>Hiring Manager</b>	Denise M. Carter
<b>Department</b>	Mayor's Office of Community Empowerment and Opportunity (MCEO)	<b>Revision Date</b>	
<b>Salary Range (optional)</b>		<b>Application Deadline</b>	April 19, 2017
<b>Position Type</b>	Supervisory		

## Overview of City of Philadelphia

With a workforce of over 30,000 people, and opportunities in more than 1,000 different job categories, the City of Philadelphia is the fifth largest city in the United States and one of the largest employers in Southeastern Pennsylvania. As an employer, the City of Philadelphia operates through the guiding principles of service, integrity, respect, accountability, collaboration, diversity and inclusion. Through these principles, we strive to effectively deliver services, to resolve the challenges facing our city, and to make Philadelphia a place where all of our residents have the opportunity to reach their potential.

## Agency Description

MCEO is the Community Action Agency for the city and county of Philadelphia. MCEO seeks to align the city's efforts to lift individuals and communities out of poverty and increase opportunities for low income individuals and families using a "collective impact" model. The agency also acts as a convener, funder, and evaluator contracting with a wide variety of grantees to advance CSBG supported initiatives in benefit access, housing security, learning preparedness, financial security, and workforce development. To learn more about MCEO poverty goals please refer to the Shared Prosperity website <http://sharedprosperityphila.org/plan/>.

## Position Summary

MCEO is seeking a Contracts Unit Manager to ensure that programs and contractors provide quality services in accordance with contracts, current laws, rules, policies and procedures. A central component of the contracting team, this position reports directly to the Director of Administrative Services with support from the Director of Planning & Performance Management, and the Data Manager.

## Essential Functions

- Manage Contracts Unit Monitors, including managing corrective actions with staff when needed
- Periodically review client files and information in the data collection software for quality assurance and notify Contracts Monitors if correction is needed.
- Monitor the data entered by sub-grantees and MOU partner agencies to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems
- Participate in the formation of and review of Requests for Proposals for new services or the redesign of existing services
- Manage contracts in the Automated Contract Information System and ensure they are conformed in a timely manner
- Liaison performance of contractors to maximize financial and operational performance, and minimize risks to the agency
- Provide continuous guidance and expertise regarding programmatic elements of the contract, to increase the potential for strong contractor performance
- Oversee the development of standard or custom reports summarizing data for review by executive staff

## Competencies, Knowledge, Skills and Abilities

A successful candidate is a dynamic, committed individual with strong organizational and interpersonal skills. Must have ability to effectively manage, attention to detail, ability to create realistic action plans, ability to anticipate and meet deadlines, and ability to apply technical expertise to solve problems. Excellent oral and written communication, critical thinking and problem solving skills are also essential.

## Qualifications (Education and Experience)

- Bachelor's degree required
- 2-4 years of employee supervision
- A valid PA Driver's license required

## Additional Information

Applicants should submit a cover letter, resume, reference, and a two-page writing sample as one combined PDF document. No phone calls please.

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Successful candidate must be a City of Philadelphia resident within six months of hire.

The City of Philadelphia is an Equal Opportunity employer and does not permit discrimination based on race, ethnicity,



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color, sex, sexual orientation, gender identity, religion, national origin, ancestry, age, disability, marital status, source of income, familial status, genetic information or domestic or sexual violence victim status. If you believe you were discriminated against, call the Philadelphia Commission on Human Relations at 215-686-4670 or send an email to [faqpchr@phila.gov](mailto:faqpchr@phila.gov). For more information, go to: Human Relations Website:

<http://www.phila.gov/humanrelations/Pages/default.aspx>