



County of Santa Cruz

Invites you to apply for:

# DIRECTOR OF GENERAL SERVICES

**LIVE** Here **WORK** Here **PLAY** Here

Supplemental Questionnaire Required  
Open and Promotional  
Salary: \$176,467 – 236,434 / Annually

Closing Date: Friday, July 25, 2025

[www.santacruzcountyjobs.com](http://www.santacruzcountyjobs.com)



## THE POSITION:

The County of Santa Cruz seeks a dynamic and visionary General Services Department Director who will serve as a trusted steward of the County's operational assets and a key driver of innovation and service excellence. The Director of General Services serves as a strategic advisor to the County Executive Officer and works closely with elected officials, department heads, community partners, and regulatory agencies. This is a pivotal leadership opportunity for a seasoned public sector executive committed to operational excellence, service innovation, fiscal stewardship, and workplace culture transformation. The ideal candidate will combine strategic leadership with operational expertise to ensure that County facilities, services, and infrastructure enable the success of all departments and contribute to a high quality of life for the Santa Cruz community. This is a non-Civil Service position.

## THE DEPARTMENT:

The General Services Department is a critical backbone function for County operations—managing a wide range of centralized services including facilities management, capital project delivery, fleet services, real property and leasing, procurement and contracting, security, administration of County Fire services and related contracts, and sustainability initiatives. The Department also plays a key role in continuity of government and disaster response. This position is responsible for 84.0 FTE positions and a budget of \$25 million.

The ideal candidate will demonstrate that they have:

- **Exceptional Communication:** Superior verbal, written, and presentation skills, with the ability to engage diverse audiences including elected officials, County leadership, staff, community groups, and the media.
- **Problem-Solving & Decision-Making:** Strong analytical, strategic, and operational problem-solving abilities. Sound judgment under pressure.
- **Negotiation & Influence:** Skilled at negotiating with vendors, contractors, and partners while building consensus with internal and external stakeholders.
- **Customer Service Orientation:** Strong commitment to delivering high-quality internal services to County departments and excellent stewardship of public resources.
- **Adaptability & Resilience:** Thrive in a dynamic public sector environment with competing priorities and evolving challenges.
- **Integrity and Professionalism:** Model the highest standards of ethical conduct, public service, and accountability.
- **Cultural Awareness:** Foster an inclusive and respectful workplace. Demonstrated ability to lead diverse teams and navigate complex conversations about race, equity, and cultural competence.
- **Labor Partners:** Experience working in a unionized environment is a plus. Commitment to productive labor relations.

## QUALIFICATIONS:

Any combination of training and experience which would provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Equivalent to graduation from college with a major in business, public administration, economics or a related field and four years of broad extensive, high level administrative or management experience.

Required knowledge and abilities: To view the list of required knowledge and abilities go to the County of Santa Cruz employment opportunities site at:

[HTTPS://HTTPS://WWW2.SANTACRUZCOUNTYCA.GOV/PERSONNEL/SPECS/VB9SPEC.HTML](https://www2.santacruzcountyca.gov/personnel/specs/vb9spec.html)



## **THE COMMUNITY:**

Nestled between the redwoods and the Pacific Ocean, Santa Cruz County offers an extraordinary quality of life. With a population of approximately 275,000, the County is known for its stunning natural beauty, vibrant arts and cultural scene, world-class educational institutions, and strong community spirit. The County government provides a full range of services through its 20 departments and 2,400+ employees, guided by a commitment to equity, sustainability, innovation, and exceptional public service.

As an employer, Santa Cruz County embraces a values-driven culture and fosters a supportive environment where employees can grow professionally while making a difference in the lives of the community. The County is an ideal place for a dynamic leader who is ready to take on complex challenges and contribute to meaningful progress. Live, work and play here!

## **OPPORTUNITY FOR IMPACT:**

The next General Services Department Director will play a pivotal role in advancing the County's operational capacity and strategic priorities. Key opportunities include modernizing core services through technology and process innovation; leading sustainability and climate resilience initiatives; strengthening emergency preparedness and continuity of government operations; and improving customer service to internal departments and external stakeholders.

In addition, the Director will have the opportunity to shape and mentor a large, multi-disciplinary team, foster a workplace culture of equity and inclusion, and ensure the County's physical assets are safe, well-managed, and aligned with the evolving needs of a diverse community. The ideal candidate will be an inspiring leader who brings both strategic vision and operational savvy to this mission-critical role.

Women, people of color and people with disabilities are encouraged to apply. If you have a disability that requires test accommodation, please call (831) 454-2600.

To comply with the 1986 Immigration Reform and Control Act, Santa Cruz County verifies that all new employees are either U.S. citizens or persons authorized to work in the U.S.

Some positions may require Fingerprinting and/or Background Investigation.

## **HOW TO APPLY:**

Apply online at [www.santacruzcountyjobs.com](http://www.santacruzcountyjobs.com) or mail/bring an application and supplemental questionnaire to: Santa Cruz County Human Resources Department, 701 Ocean Street, Suite 510, Santa Cruz, CA 95060. For information, please call Employment Services Manager Erin Morimoto at (831) 454-2932. Hearing Impaired TDD/TTY: 711. Applications will meet the final filing date if received: 1) in the Human Resources Department by 5:00 p.m. on the final filing date, 2) submitted online before midnight of the final filing date.



## **SUPPLEMENTAL QUESTIONS:**

The supplemental questions are designed specifically for this recruitment. Applications received without the required supplemental information will be screened out of the selection process. Employment experiences referred to in your response must also be included in the Employment History section of the application. Note: Please answer the questions below as completely and thoroughly as possible, as your answers may be used to assess your qualifications for moving to the next step in the recruitment process.

1. Describe your experience managing a broad portfolio of public services in a local, state, or federal government setting. The General Services Department includes functions such as facilities, fleet, procurement, capital projects, County Fire contract administration, emergency services, and real property. Explain how your leadership connects to these or similar areas, including the size and structure of teams you managed.
2. Describe your experience managing large public sector budgets, including planning, forecasting, and oversight of various funding sources. Include your experience with internal service funds and rate setting. If you haven't worked directly with internal service funds, share a related experience involving cost recovery or financial service delivery where customer understanding and support were essential.
3. Describe your approach to leading and developing staff across a multi-disciplinary department with diverse roles, skills, and operational cultures. Include how you tailor your leadership style, support workforce development, and engage employees across classifications. You may include examples involving labor agreements or similar workforce structures.

## **HIGHLIGHTED BENEFIT OFFERINGS:**

### ***Medical, Dental, and Vision***

Medical coverage is available through CALPERS with the County paying a majority portion of the cost for the employee and dependents. The cost of the dental plan is entirely County-paid for employees and dependents. The County pays for the cost of an employee vision plan and the employee may purchase dependent coverage.

### ***Retirement and Social Security***

Pension formula 2% at age 60 or 2% at age 62 as determined based on provisions of the CA Public Employees' Pension Reform Act of 2013 (PEPRA). Pension benefit determined by final average compensation of three years. County participates in Social Security.

### ***Life Insurance and Long-Term Disability Plan***

County paid \$50,000 term life insurance policy. Employees may purchase additional life insurance. The County pays for a long-term disability plan that pays 66 2/3 % of the first \$13,500, up to \$9,000 per month maximum benefits.

### ***Paid Leave and Administrative Leave***

Sixteen days vacation time allotted per year, increasing to 31 days per year after 15 years of service. Six days per year of sick pay, and the County observes 14 paid holidays per year. In addition to competitive vacation and sick leave accruals, the County provides an initial credit of one week of administrative leave at the time of appointment, plus an additional two weeks of administrative leave accrued each year. Administrative leave balance may be cashed out or used as time off.

Note: Provisions of this bulletin do not constitute an expressed or implied contract.