

**Position Title:** Division Director

**Bureau/Agency:** Bureau of Primary Health Care (BPHC) /Health Resources and Services Administration

**Supervisor:** Executive Officer, BPHC

**Duty Station:** Rockville, MD

**Grade/Rank:** GS-15 or Public Health Service Commissioned Corps Equivalent billet

**Bargaining Unit Status:** Non-bargaining unit position

The DAO (Division of Administrative Operations) is responsible to provide the direction, leadership, and implementation of administrative operations of the Bureau. DAO ensures the provision of support services such as human resources, continuity of operations and emergency planning, travel and training processing, contracts, procurement, supply management, equipment utilization, printing, property management, space management, and management reports.

Division Director Expectations include, but are not limited to:

- **DIVISION LEVEL STRATEGIC PLANNING**
  - Strategic resource planning for the Division to accomplish the work of the Division
  - Identify potential areas for improvement and implement data driven improvement strategies.
  - Assess and address staff capacity and development needs with Deputy Director.
  - Responsible for focusing on accountability and ensuring results based on the BPHC Dashboard
  - Provide strategic advice to Executive Officer in OAA.
  - Develop innovate administrative strategies, policies and procedures that improve the efficiency of the administrative operations of the Bureau.
- **DIVISION LEVEL COMMUNICATIONS**
  - Provide guidance and direction to the Deputy Director and Team Leads on tasks/activities, personnel, and financial management activities of BPHC.
  - Nurture and maintain relationships with internal stakeholders and across BPHC/HRSA.
  - Communicate issues, risks, and solutions to Executive Officer.
- **DIVISION LEVEL OVERSIGHT**
  - Provide focus and leadership to ensure that the day-to-day operations of the Division are successfully completed, including managing deliverables, deadlines, and projects, as well as planned and urgent requests and communications.
  - Direct and oversee implementation of policies and procedures, create and track budgets, and troubleshoot and resolve issues as they arise.
  - Anticipate potential issues, staffing needs, training needs, and other requirements; develop plans to address those needs collaboratively with other members of the DAO Management team.
  - Ensure that internal operations are well planned and executed in a communication-intensive, customer-service oriented, collaborative environment.
  - Coordinate BPHC administrative management activities with other components within HRSA.

Division Director Position Preferred Skills include, but are not limited to:

- Expertise and a minimum of 2 years previous experience in the area of Human Resources Management, Federal Government, as well as experience successfully leading a team of direct reports
- Experience developing, tracking, and managing budgets
- Proven ability to manage multiple concurrent, complex projects efficiently and effectively; staying in-touch with and on top of potential and/or active issues—strong organization and prioritization skills
- Proven ability to develop and implement policies and procedures to streamline operations, and create and maintain efficiency
- Proven ability to accomplish goals and objectives in challenging circumstances; able to provide detailed training and instruction to a wide range of staff to ensure their understanding and compliance with procedures and requirements.
- Strong ability to analyze raw data to determine needs and create solutions
- Excellent written, verbal, presentation, and persuasion skills with the ability to collaborate at all levels of the organization
- Must have both strategic vision and the ability to turn the vision into tactical plans.
- Able to build relationships and trust with stakeholders, with sometimes divergent needs.