Chesterfield County, Virginia announces recruitment for the position of Director of General Services
Living, Learning, Working and Playing in Chesterfield County

Strategic Location

Chesterfield County is ideally located in the mid-Atlantic region of the United States. This strategic location on the eastern seaboard is a valuable asset. It puts local businesses halfway between the markets of the north and south, within a one-day commute of 50 percent of the U.S. population, 65 percent of the nation’s manufacturing operations and 60 percent of the corporate headquarters in the country.

Chesterfield County is part of the Richmond-Petersburg MSA and is bounded by the cities of Richmond, Petersburg, Hopewell and Colonial Heights. Situated between the James and Appomattox Rivers, Chesterfield boasts a pleasant mix of suburban communities that are within a two-hour drive of Virginia beaches, the Blue Ridge Parkway and Washington, D.C.

Chesterfield County is the largest locality in the Richmond/Petersburg MSA and the fourth largest county in Virginia. Growth is expected to continue in Chesterfield that will result in a projected increase of nearly 70,000 persons by 2040. Based on the 2020 Census, the county has approximately 365,000 residents. About 59.3 percent of the population is White, 22.8 percent is Black or African American, 3.6 percent is Asian, 7.4 percent is classified as “two or more races,” and .51 percent is classified as Other, while 11.0 percent of Chesterfield’s residents are of Hispanic and Latino origin. The median age of a county resident is 39 years.

Chesterfield’s climate provides generally mild winters and warm, humid summers. An average year provides 206 clear days and 114 days of precipitation (including 10 inches of snow). January has an average temperature of 27 degrees and July has an average temperature of 89 degrees.

Safety and Security

Public safety is a top priority for Chesterfield. Police, Fire & EMS, Sheriff and the Emergency Communications Center work in partnership to provide a safe and secure community, which preserves the highest quality of life for our residents. Chesterfield County is also proud of its progressive juvenile justice system, which works in conjunction with the criminal justice system, to help ensure public safety while supporting rehabilitation.

Chesterfield is devoted to ensuring the safety and security of the community through prevention, readiness and professional response, which require appropriate public safety staffing levels. The 2021 public safety workforce statistics include:

- Police Department has 671 full-time employees
- Fire & EMS Department has 524 full-time employees
- Sheriff’s Office has 277 full-time employees
- Emergency Communications Center has 71 full-time employees

The county’s public safety workforce is among the best in the nation. Recruitment and retention of quality public safety professionals is an ongoing priority.

Educational Excellence

Education is another top priority in Chesterfield. The county is responsible for its own public school system under the direction of an elected school board. With more than 61,000 students, it is the largest school system in the area and has established innovative, state-of-the-art programs to challenge all students at all levels.

Financial Integrity and Stability

Chesterfield County is one of fewer than 35 counties in the nation to hold AAA ratings from all three major bond rating agencies. This status reflects exceptional management of financial operations and conservative fiscal policies. The Chesterfield County Utilities Department is one of only a few water and wastewater utilities in the nation to have achieved AAA ratings on its revenue bonds from the three top rating services. The highest of bond ratings recognizes the Utilities Department’s excellent financial profile, low-debt burden, manageable capital plan and affordable rates as the keys to the department’s success.

The county holds both the Award for Distinguished Budget Presentation and the Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association. The FY2022 budget for the county totals $1.6 billion, with the two largest components of the budget being the county’s general fund ($807 million) and the school fund ($824 million). The county’s total assets of approximately $4 billion are distributed throughout the county.
Accessibility

Transportation and Commerce
Chesterfield County’s road system is a model of efficiency and convenience, with the county’s main business corridors providing easy access to I-95, I-295, I-85 and I-64. The interstate and beltway system within the county can handle today’s traffic flow without the gridlock experienced in other metro areas. The Chesterfield County Airport is the executive gateway into and out of the Greater Richmond area, and business and personal flyers have long preferred the county’s airport for its convenience and personal attention. Also easily accessible is the Richmond International Airport. Rail services, including CSX and Amtrak, are readily accessible, no matter where you live or work in the county; and, in addition to deep-water industrial sites within the county, the Ports of Richmond and Virginia are within easy reach.

Digital Community
Chesterfield continues to set an example for innovative technology in local government. This is the seventh consecutive year being ranked in the top three among counties nationwide with populations between 250,000 and 499,000. This award recognizes Chesterfield’s innovation in the use of technology to proactively address resident needs and expectations. As a digital county, Chesterfield recognizes that technology strengthens and connects the community.

Leaders in Healthcare
Chesterfield County residents have access to exceptional medical care, with leaders in the healthcare and medical research industry. There are more than 2,000 physicians, 4,000 hospital beds, a trauma center, a major cancer center and a major medical school in the region.

Caring Community
- With a growing aging population, Chesterfield County recognizes that older adults want to live active and independent lives. The county offers a valuable resource, Aging and Disability Services, which serves residents ages 60 and older, their family members and caregivers. It also provides information and referral services related to aging, caregiving and disabilities. The county is a collaborative partner working with other organizations to meet the needs of older residents.

- The county has a long-term commitment to reinvesting in its older communities and commercial areas to help maintain the vitality and high quality of life known within Chesterfield County. The school-based revitalization approach targets public investment in older schools, as well as supporting capital and community improvement projects in surrounding areas. In 2013, Chesterfield County voters approved a $304 million bond referendum to support school facility improvements.

- The county has been recognized as one of the 100 Best Communities for Young People because of its efforts to ensure that young people graduate high school and go on to lead healthy, productive lives. These efforts are advanced through the Communities in Schools mentoring program and the Chesterfield Youth Services Citizen Board, which provides young leaders with the opportunity to have a voice regarding youth-related issues by planning programs and offering policy recommendations to the Board of Supervisors.

Lifelong Learning

County Residents
Chesterfield County Public Library (CCPL) is an award-winning 10-branch suburban public library system that annually helps hundreds of thousands of residents transform information into usable knowledge through a hands-on learning approach. This transformative learning experience enables residents of all ages to work with professional staff who provide access to up-to-date material collections in a variety of formats; aid in the use of hands-on, self-service digital resources and networks that allow residents to expand their knowledge base; and assist them in finding and interpreting information. In addition, the county’s 10 library branches provide meeting space for hundreds of community organizations every year, and programs and events see over 60,000 attendees. The library also features small business centers, makerspaces, and serves as an important resource in disaster relief and preparedness.

County Employees
Chesterfield is currently among the leaders of local governments providing in-house development opportunities for 4,268 county government employees and 7,337 schools employees. Investing in the staff’s professional development has produced an outstanding workforce that consistently delivers quality services in an efficient manner. Grounded in the county’s mission, the Learning & Performance Center provides a wide variety of developmental opportunities to county employees while offering consulting services to enhance organizational effectiveness. Services focus on eight core competencies that enhance career development; reinforce employee performance expectations; drive the business strategy in departments; and encourage continual improvement of services to the residents and other customers of the county.
Award Winning County

Chesterfield County has a history of being an award-winning locality. Recognitions include:

- **Forbes Magazine's Best-In-State Employers**
- **Chesterfield County ranked 41st in Money Magazine's Top 50 Best Places to Live**
- Numerous achievement awards from the **National Association of Counties** (NACo)
- Multiple achievement awards from the **Virginia Association of Counties** (VACo)
- **Training Magazine's Top 125** employers in the nation that provide outstanding employee development opportunities
- **100 Best Communities for Young People** by America’s Promise - The Alliance for Youth
- **Diversity All Star Award** from the Greater Richmond Chamber of Commerce and the Richmond Human Resource Management Association
- One of the **Best Places to Live in America** by American City Business Journal
- **Award for Continuing Excellence** (ACE)
- **Gold Medallion Senate Productivity Award**

Chesterfield County Government

Chesterfield County provides complete local government services, including public water and sewer utilities, mental health support services, fire and emergency medical services, sheriff and police protection. The county contains no incorporated cities or towns. It is divided into five magisterial districts, each of which is represented by one supervisor elected to serve four years.

These officials form the Board of Supervisors, the legislative body of the county. The Board of Supervisors elects a chairman from its membership for a one-year term. The Board appoints the County Administrator, who serves as the county’s chief administrative officer under the board’s direction.

The Board of Supervisors is responsible for establishing local public policy, raising local resources for the support of public programs and overseeing the conduct of the county’s affairs through its appointed administrative officials. County government, as a political subdivision of the state, also assists in the local implementation of state laws and programs.
Chesterfield County Strategic Plan

Mission
Providing a FIRST CHOICE community through excellence in public service

Vision
To be an extraordinary and innovative community in which to live, learn, work and play

Values
Results, Innovation, Service, Ethics
The Position

Director of General Services
The Director of General Services leads the operations of the Department of General Services which provides services and support to both internal and external customers through the operation of ten functional areas: Administration, Capital Projects and Programs, Buildings and Grounds, Energy Management, Security Management, Radio Communications, Fleet Services, Airport, and Waste and Resource Recovery. The Department of General Services employs 203 full-time employees, approximately 30 part-time employees and manages a budget of over $38.7 million to operate the various programs. The Director of General Services will oversee the core services and operations with the goal of working towards shared priorities across the department. The department’s priorities, in alignment with the county’s strategic goals, include financial integrity, customer service, high-performing employees, environmental stewardship, and the safety of county residents and staff. The Director of General Services will forecast and manage intermediate and long-range capital projects; advise county leadership in the improvement/expansion of related services and infrastructure; develop strategies to ensure current and future service delivery needs with a strong focus on customer service; and sustainability initiatives that promote efficiency, cost reduction, energy conservation, and have a positive impact on the environment. The Director of General Services reports directly to the Deputy County Administrator for Community Operations.

The Ideal Candidate
The ideal candidate will be innovative, customer-focused, and a collaborative leader with experience in a variety of governmental support services and functions and have a proven record of success in quality and efficient service delivery. The ideal candidate will have extensive knowledge and technical expertise in the department’s core services and functions, as well as, extensive management experience in the delivery of large scale and diversified public services.

Professional Skills and Management Style
- Strong management and effective leadership; ability to deliver high-quality services in an efficient manner
- Ability to partner and collaborate with multiple groups in developing solutions to meet the needs of the county
- Excellent analytical skills yet creative, with a strong focus on innovation in government or in a complex organization
- Skill in organizing resources, establishing priorities and problem-solving
- Strong commitment to the success of the organization
- Think independently and possess a “big picture” vision and strategic perspective
- Fully embrace the county’s mission and values
- Effectively manage change by working with all levels of government
- Productivity-oriented self-starter, hardworking, with a results-driven approach to management

Personal Traits
The ideal candidate for this position will also possess these personal traits:
- High integrity and strong sense of ethics
- Excellent interpersonal skills
- Strong communication skills
- Calm, steady demeanor - results focused
- Team oriented and consensus builder
- Ability to see “big picture”
- Resiliency
- Proactive in responding to issues
- Positive attitude
- Visionary, global thinker, willing to be creative and think outside the box
- Ability to develop and sustain effective working relationships with internal and external customers
- Independent judgment and ability to work collaboratively
- Open and candid

Performance and Expectations

Administrative Ability
Ability to plan, organize, direct, coordinate and administer the services and programs of the General Services Department; effectively report on the status and implementation of projects to elected officials and senior management; foster cooperative working relationships with internal customers and the public; develop and maintain effective record-keeping systems and procedures; organize resources, establish priorities and problem-solve; strong project management abilities; work with complex information systems and technologies; supervise and train employees, and manage effectively within a high volume, fast-paced organization.

Finance Skills
Ability to successfully manage and understand complex financial information of all kinds. Strong working knowledge of infrastructure financing, cost estimating and fiscal management principles and procedures. Ability to apply strong cost benefit analysis and return on investment concepts to decision-making. Ability to develop and implement long-term, wide-ranging capital planning models.

Human Resource Leadership
Excellent interpersonal skills with ability to effectively communicate the county’s goals to department staff. Must be able to inspire and motivate employees and demonstrate fairness in dealing with staff. Must have demonstrated a commitment to teambuilding, equal employment opportunity, diversity and upward mobility of staff. Strong knowledge of county HR policies/procedures and the ability to aid divisions in the successful recruitment and retention of employees.
Performance and Expectations (cont’d)

Technical Skills
Knowledge of modern principles and practices of facilities infrastructure preventative maintenance and repair; construction, renovation and major facilities maintenance; engineering and design professional management/oversight; solid waste management models and recycling; environmental health and safety programs; project management; public procurement processes; applicable local, state and federal laws, codes, and regulations. Demonstrated ability to learn core functions of, and effectively manage, diverse disciplines without prior experience (e.g., Airport operations).

Customer Service/Community Relations
Excellent communication skills, including the ability to listen to and communicate with various segments of the community; ability to partner and collaborate with local, state and federal entities; ability to maintain cooperative working relationships with department staff, internal customers, the community and various commissions/boards; ability to effectively work closely with elected officials, County Administrator and Deputy County Administrator to keep them informed on a regular and timely basis of important issues.

Future Challenges

Capital Projects and Programs
Capital Projects and Programs is responsible for new construction, renovation and major maintenance projects. Capital Projects and Programs will be challenged with an aggressive slate of projects for many years to come.

Fleet Management
Fleet Management provides automotive inspections; preventative maintenance and repairs; vehicle acquisition and disposal; automotive parts procurement; 24-hour fuel services; 24-hour emergency vehicle services; motor pool rental; vehicle leasing; manufacturer warranty and recall repairs; preparation of vehicle specifications for procurement; Division of Motor Vehicles titling, registration and license services for county vehicles; and the billing and accounting for services provided. This division will benefit from new facilities currently under construction and will need to successfully transition into those facilities. The division will also need to grow fueling infrastructure, while simultaneously balancing implementation of a higher level of alternative fuel vehicles. Modernization of fleet management software technology will also be a priority in the near future.

Radio Communications
The Radio Communications shop maintains the public safety communications system, equipment and tower sites to ensure uninterrupted communications for Chesterfield County and several surrounding localities and affiliated entities. Successful cutover to a replacement radio system will be a primary focus for the division, to include completing the types and levels of training that will be required to assure system reliability through long-term maintenance and monitoring of the planned radio system replacement.

Waste and Resource Recovery
The Waste and Resource Recovery Division (WARR) provides citizens with safe and cost-effective waste disposal and recycling options at two convenience centers. This division also manages post-closure regulatory compliance for the county’s three closed landfills and oversees debris management operations following severe weather events. A future challenge of the WARR division will be the implementation of a new curbside recycling contract in the summer of 2023.

Buildings and Grounds
The Buildings and Grounds division provides preventative maintenance and repair services for 100 buildings totaling approximately 1.6M square feet. Continued refinement of preventative maintenance documentation and the implementation of a quality control program for custodial activities are priorities for the division.

Security Management
The Security Management division provides comprehensive security and safety assessment and mitigation strategies for county facilities. Over the next several years, the division will be focused on implementing a wide range of strategies identified as part of a recent holistic security assessment.

Airport
Among Virginia’s eight reliever airports, the Richmond Executive Chesterfield County Airport bases the fourth largest number of aircraft and is the fourth busiest airport with approximately 69,000 flight operations conducted annually. The Airport’s two full-service fixed base operators provide business and recreational aviation services, aircraft maintenance, fuel sales and hangar storage facilities, while county staff provides associated services to include coordination with regulatory agencies, contract management and maintenance of facilities. Future challenges include compliance with the extensive requirements of the Federal Aviation Administration (FAA), completion of several key capital projects, to include extension of the existing runway, and ongoing efforts to diversify and grow the airport’s revenue streams to improve economic development opportunities for the county.

Qualifications

Education and Experience
- Bachelor’s degree in business, public administration or related field is required; master’s degree is preferred.
- Minimum of ten years of progressively responsible managerial and leadership experience, including five years of General Services related experience in a senior management capacity in a comparably sized or larger organization, or an equivalent combination of training and experience. Public sector management preferred.
- Ideal candidate will have excellent leadership and communication skills and proven experience in working in a multifaceted and diverse organization with responsibilities for multiple functional operations and support services.
Compensation and Benefits

Salary for the position is negotiable, based on qualifications and experience. The successful candidate will have access to a comprehensive benefits package to include:

- Virginia Retirement System
- Executive Leave Benefit
- Paid Holidays
- Professional Development Opportunities
- Tuition Assistance and Reimbursement Program
- Employee Assistance Program
- Deferred Compensation
- Health and Dental Insurance
- Paid Time Off Benefit
- Group Life Insurance
- Short-Term and Long-Term Disability
- Long-Term Care Insurance
- Flexible Spending Accounts
- Paid Parental Leave

Application Process

The application deadline date is January 10, 2022, at 5 p.m.

Interested applicants should submit a confidential resume with cover letter and must include salary requirements addressed to:

Mary Martin Selby, Director of Human Resources
Chesterfield County Human Resources
P.O. Box 40
Chesterfield, VA 23832
(804) 748-1551

Electronic responses are required and should be directed to ExecutiveSearch@chesterfield.gov

Good driving record, pre-employment drug test and extensive background check required.

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