



Orange County
Child Support Services

Chief Deputy Director

County of Orange,
California

THE COMMUNITY

Orange County is a desirable place to live and is one of the premier employers in the region, as well as, the third most populated county in California. At the County you will find variety, individual opportunity, job satisfaction and the pleasure of working with colleagues who are dedicated to making a difference.

Over the years, Orange County has established a reputation as an innovative leader among local governments and serves over three million people living within its 34 cities. Residents enjoy over 42 miles of pristine beaches, three major harbors, vast wilderness parks, beautiful nature preserves, and over 400 miles of riding and hiking trails. Orange County has top rated attractions from Disneyland to several major professional sports teams, a wide range of cultural arts as well as some of the highest quality public and private schools in the nation. There is no doubt that Orange County is a great place to work.



CHILD SUPPORT SERVICES

Child Support Services (CSS) is an award-winning, forward-thinking agency of approximately 355 professionals, dedicated to facilitating the financial support of children by engaging parents and providing professional child support services as a trusted partner of parents in securing financial stability for Orange County's children.

The core mission is assisting parents in establishing paternity, financial and medical child support orders, and facilitating the payment of that support through various means, including court action. Under the direction of the Department Director, CSS delivers human services to the community based on a balanced approach emphasizing customers, staff, business efficiencies, and performance. CSS also works in close partnership with the Orange County Superior Court, California Department of Child Support Services, and other local child support agencies throughout California.



COUNTY GOVERNMENT

Orange County was officially formed in March 1889 and has continuously provided an array of services to the community. Orange County is a Charter County governed by a five-member Board of Supervisors elected to four-year terms. The Board is supported by a group of dedicated, public-spirited individuals and together, they comprise a regional service provider and planning agency committed to maximizing resources and improving the quality of life for residents in Orange County. The 18,000+ workforce in 22 departments make up the organization and strive to make Orange County a safe, healthy, and fulfilling place to live, work and play, by providing vital services to the community. The County's core businesses are public safety, public health, environmental protection, regional planning, public assistance, social services, and aviation. The County has a total operating budget of \$9.5 billion for FY2024/25.



POSITION OVERVIEW

CSS is seeking an exceptional and highly motivated leader to serve as Chief Deputy Director, a key executive role responsible for overseeing the day-to-day operations of its divisions of the department. Under the general direction of the Department Director, the Chief Deputy Director will provide strategic leadership and operational oversight to ensure high-quality service delivery, effective business practices, and strong organizational performance.

This individual will be a dynamic, results-oriented, and collaborative leader with a proven track record of navigating organizational change, driving best practices, and achieving results through others. The ideal candidate will demonstrate a commitment to excellence in customer service, employee development, and operational efficiency while fostering a team-oriented and accountable work environment.

Key Responsibilities:

- Serve as a trusted adviser, thought partner, and operational leader for the Director.
- Represent the Director in high-level internal and external meetings and act on their behalf during their absence.
- Assist in formulating and recommending policy initiatives and Departmental goals aligned with the Department's Vision and Mission.
- Lead the planning, delivery, and evaluation of departmental programs to ensure effectiveness, efficiency, and customer satisfaction.
- Cultivate strong working relationships with a wide range of stakeholders including the Board of Supervisors, County Executive Office, Superior Court representatives, state and local child support agencies, and community organizations.
- Champion and execute the Director's strategic vision and organizational priorities.
- Promote and maintain cross-functional collaboration among Deputy Directors, Managers, and staff to enhance department-wide communication and coordination.
- Hold Deputy Directors and Managers to consistent performance standards, ensuring accountability and measurable outcomes.
- Actively support employee growth and recognition while maintaining awareness of departmental morale and culture.
- Work closely with Human Resources to address personnel issues promptly and appropriately.
- Resolve conflict constructively and strategically to minimize disruption and maintain team cohesion.
- Provide oversight of key administrative functions including budgeting, fiscal planning, personnel management, and information systems to meet service demands within budget constraints.

This is an executive, at-will position. The Chief Deputy Director serves at the pleasure of the Director of Child Support Services. The selected candidate will be required to enter into an at-will agreement.



THE IDEAL CANDIDATE

The ideal candidate for the Chief Deputy Director position is a seasoned, strategic, and inspirational leader with a strong background in public administration, organizational leadership, or a related field. This individual will bring a high level of energy, integrity, and commitment to excellence in service delivery, and will demonstrate a results-oriented mindset grounded in collaboration and accountability.



Key Attributes:

- **Proven Leadership Experience:** A successful track record of managing complex organizations or large divisions, ideally within the public sector. Demonstrated ability to lead multidisciplinary teams and deliver measurable outcomes.
- **Strategic Thinker and Trusted Adviser:** Experience serving as a close adviser to senior executives, contributing to policy development, strategic planning, and organizational goal setting. Able to translate high-level vision into actionable plans.
- **Operational Expertise:** Skilled in managing daily operations, ensuring quality service delivery, streamlining business practices, and improving organizational efficiency.
- **Collaborative and Influential Communicator:** Exceptional interpersonal skills to build relationships with internal teams, elected officials, court representatives, state and local agencies, and community stakeholders.
- **People-Focused Leader:** Committed to employee development, team building, and fostering a positive workplace culture. Actively promotes staff growth, recognition, and morale.
- **Change Management Champion:** Adept at navigating and leading through change, identifying and implementing best practices, and managing conflict constructively.
- **Fiscal and Administrative Acumen:** Strong knowledge of budgeting, personnel, and administrative systems to ensure the Department meets service demands within fiscal constraints.
- **Ethical and Decisive:** Exercises sound judgment, maintains high ethical standards, and is accountable for achieving results through others while holding team members to consistent standards.

Educational and Professional Qualifications:

- A bachelor's degree in public administration, business administration, or a related field (degree preferred but not required).
- Significant experience (7+ years) in a senior management or executive role.
- Demonstrated commitment to public service and improving community outcomes.



This candidate will be uniquely equipped to partner with the Director, lead with integrity, and help shape the future of the Department while ensuring excellence in service to the public.

Special Qualification:

The candidate selected for the position will be required to successfully pass a background check to the satisfaction of Child Support Services. The background check may include professional references, criminal check, credit check, or education verification.

COMPENSATION AND BENEFITS

The salary range for the Chief Deputy Director is \$170,726 - \$323,793 annually. Placement within the range will be based on qualifications and experience. The County also offers an attractive benefits package that includes:

Retirement Plan

Benefit formula of 1.62% @ 65 retirement benefits under the Orange County Employees Retirement System (OCERS). New eligible employees who have reciprocal California public service time are required to choose between Plan P (1.62% @ 65) and Plan J (2.7% @ 55) retirement benefit formulas. Employees who select Plan P are eligible to participate in the County's 457 (b) Defined Contribution Plan (1.62%) and receive the County's matching contribution in a 401 (a) Defined Contribution Plan (1.62%), up to 2% of base salary.

Retirement Reverse Pickup Contributions

County of Orange employees are subject to an additional reverse pick up percentage. This is in addition to the normal employee contribution. More information is available on the OCERS website: <http://www.ocers.org>.

Additional Defined Contribution Plans

401 (a) plan County contributes 4% of the Executive Manager's bi-weekly salary (no employee contribution required); 457 (b) Voluntary participation.

Optional Benefit Plan (OBP)

\$4,500 annually (pro-rated if hire or promotion occurs mid-year). Executive Managers may elect a taxable cash lump sum, OBP Health Care Reimbursement Account, and/or 457 Defined Contribution Plan.

Health Plan Coverage

There are currently five different plans to choose from including two Preferred Provider Organizations (PPOs) Plans and three Health Maintenance Organizations (HMOs) Plans.

Health Reimbursement Arrangement (HRA)

Biweekly \$61.50 contribution into an HRA account to be used for reimbursements for qualified medical expenses. Funds remain the HRA account and can grow with investments.

Employee Wellness Program

For more information visit the Employee Benefits website at:

<https://hrs.ocgov.com/page/employee-assistance-program>.

Dental

Dental PPO coverage administered by Blue Shield of California. County covers 100% of premiums for the full-time Executive Manager and eligible dependents.

Vision Coverage

At no cost. Eligible dependents can be added for an additional cost.

Life Insurance and Accidental Death & Dismemberment (AD&D)

Basic amount of \$125,000; employee may purchase additional voluntary coverage.

Sick Leave

During the first three years of employment, the accrual time rate will be .0347 hours of sick leave with pay for each hour of pay, which is approximately nine days annually. At the fourth year, the accrual time rate will increase to .0462 hours, which is approximately 12 days annually.

Vacation Accrual

Initial accrual rate at .0577 hours for each hour of pay, approximately three weeks per year, up to a maximum of .0962 hours for each hour of pay, five weeks per year subject to negotiation.

Severance Payment

In the event that at-will employment is terminated, and in addition to a payout for any accrued, unused Vacation Time, the Employee will receive a severance payment, equal to the sum of 90 calendar days of salary and the County's share of the costs of Employee's health insurance premiums.

Auto Allowance

For at-will Executive Managers, a taxable monthly allowance of \$765.

Salary Continuance

County will pay 60% of salary for approved applications.

Educational and Professional Reimbursement

Up to \$10,000 per fiscal year.

Other Benefits

Voluntary Dependent Care (DCRA) & Health Care Reimbursement Account (HCRA); Employee Assistance Program. For additional information about benefits, visit:

<https://hrs.ocgov.com/employeebenefits>.

TO APPLY

If you are interested in this opportunity, please submit your resume and cover letter online by clicking [here](#) or www.governmentjobs.com/careers/oc.

Open Until Filled.

Qualified candidates are encouraged to apply immediately.

Resumes will be screened according to the listed qualifications. The most qualified candidates will be invited to interviews. Candidates will be advised of their status as the recruitment progresses. For any questions, contact Melanie Ramos at Melanie.Ramos@ceo.oc.gov.

