



MID-PENINSULA  
WATER DISTRICT



# Administrative Services Manager

## ABOUT THE COMMUNITY

Mid-Peninsula Water District is in Belmont, California. Located on the San Francisco Peninsula, it is a charming and upscale community that seamlessly combines suburban tranquility with convenient access to the bustling metropolitan areas. Nestled amid rolling hills and lush greenery, Belmont is known for its excellent schools and close proximity to major universities such as Stanford University, University of San Francisco, San Francisco State University, San Jose University and a number of local community colleges. With its diverse neighborhoods, and a thriving local economy, Belmont attracts families and professionals alike. The town boasts a well-maintained infrastructure, including fourteen parks, recreational facilities, and a vibrant downtown area with a variety of shops and dining options. Residents of Belmont take pride in their community, actively participating in local events and fostering a sense of unity. With its proximity to Silicon Valley and San Francisco, Belmont provides a desirable living experience, blending the comforts of suburban life with the opportunities of a dynamic urban landscape. A Caltrain station that provides service from Gilroy to San Francisco is located only minutes away from the MPWD offices.

For more information about the City of Belmont, browse here:  
<https://www.belmont.gov/>

## ABOUT MID-PENINSULA WATER DISTRICT

For 95 years, the Mid-Peninsula Water District (MPWD) has provided its customers with safe, quality drinking water. Along with this unwavering commitment, we also offer friendly, professional service. Since its first operation, the District has purchased its entire water supply from the San Francisco Regional Water System. The District now supplies water to consumers in an area slightly larger than the city limits of Belmont. Small portions of the service area are within San Carlos, Redwood City, and parts of unincorporated County of San Mateo. The District's service territory covers approximately five square miles and serves approximately 30,000 people and approximately 8,000 service connections.



We are an independent special district governed by a board of five elected directors. We work closely and cooperatively with other agencies in our community including the City of Belmont, and are active members of the Bay Area Water Supply and Conservation Agency (BAWSCA), as well as industry organizations such as the California Special Districts Association (CSDA) and Association of California Water Agencies (ACWA), among others.

## MPWD'S STRATEGIC GOALS

- ▶ Demonstrate outstanding stewardship in the management of District water resources, demands and infrastructure.
- ▶ Provide exceptional levels of service and value to the community in a cost-effective manner.
- ▶ Foster open and candid communication with the community, staff and directors that results in collaborative, innovative operations.
- ▶ Be viewed as an industry leader for water management best practices.

For more information regarding MPWD's Strategic Plan, [click here](#).

MPWD strives to be a great place to work for our employees. We place great emphasis on fostering professional growth for all staff and in 2023 MPWD implemented a progressive employee-first policy of a 4-day, 36-hour workweek for all employees, with no reduction in annual pay. Visit our <https://www.midpeninsulawater.org/personnel.php> for more information about our team and benefits.



**4-day,  
36-hour workweek**





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## THE IDEAL CANDIDATE

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The ideal candidate will have strong public sector experience and can exercise technical oversight and practice, as well as lead, direct, and coach staff in a multitude of functions and be hands-on as necessary. The ideal candidate possesses common sense, strong interpersonal skills, and a love of people. This position is responsible for HR functions including payroll, benefits administration, recruitment, employee relations, and Board Secretary duties, as well as utility billing, accounts payable, accounts receivable. The successful candidate will likely have a strong background in either administration or finance, and will have a high degree of working knowledge of the other functions. The Administrative Services Manager will possess high integrity and ethics, working collaboratively throughout the organization in a creative, respectful, and diplomatic manner. The desired candidate will be approachable, honest, customer service-oriented toward both internal and external clients, and attracted to MPWD's Mission, Vision, and Values (see Strategic Plan).

The ideal candidate must have excellent communication skills, as they will be responsible for communicating with Board members, the public, and partner organizations. The successful candidate will work closely with the General Manager and the executive team in providing the best strategic advice, counsel, and recommendations to the Board of Directors.

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## THE POSITION

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The Administrative Services Manager (exempt position) plans, supervises, coordinates, and reviews the work of staff performing customer service, accounting functions, payroll and benefits, public outreach and information, and administrative support functions such as human resources. This individual also acts as the Board Secretary; serves as custodian of records and is responsible for record management. Other duties include serving as a liaison with other District departments and outside agencies to ensure compliance with reporting/procedures. This position works closely with District Treasurer who supports staff accounting functions; provides responsible and complex administrative and operational assistance to the General Manager. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives, within general policy guidelines.

### Essential Responsibilities:

Essential and other important responsibilities and duties under this position include, but are not limited to the following:

- **Human Resources:** Payroll and benefits, employee recruitment and onboarding, and employee relations
- **Customer Service:** Utility billing, accounts payable, accounts receivable, customer data portal, and front-line customer service operations.
- **Board Secretary:** Agendas, board meetings, meeting minutes, and Conflict of Interest code and other related duties.
- **Finance:** Banking, working collaboratively with the District Treasurer, financial policies and procedures, and supporting annual financial audit.
- **Administration and Records:** Risk management and claims, maintaining contracts, relevant regulatory reports, and records management.

For the full description, please [click here](#).



## MINIMUM QUALIFICATIONS

### EXPERIENCE AND EDUCATION

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

- Bachelors degree in business or public administration or related field
- Five (5) years of increasingly responsible experience managing and/or supervising administrative and/or operational functions
- Experience in government is preferred
- Experience in human resources and customer service is desirable

OR

Equivalent to the completion of the twelfth (12th) grade, plus ten (10) years of directly related experience in a preferred governmental or utility setting, including human resources and customer service experience, may be substituted for the college requirement and five (5) years of management experience.

## SALARY & BENEFITS

**The salary for this position is \$154,203 - \$201,408, compensation within the range is based on qualifications and experience.**

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**Below is a summary of the current benefits offered to full-time MPWD employees.**

- 4-Day, 36-Hour Workweek, at annual pay competitive with other Bay Area water agencies
- Voluntary Employee Participation in a Governmental 457 Deferred Compensation Plan
- Voluntary Employee Participation in a Governmental 401(a) Deferred Compensation Plan
- Wellness Incentive Program with potential to receive up to \$1,600/year
- Safety Incentive Program with potential to receive up to \$2,000/year
- Longevity incentive bonus (of 1% to 4% of employee's base salary at 5-year intervals)
- Monthly stipends for professional certifications
- Educational/training tuition reimbursement available
- 104 hours of holidays (13 days)

- 80 to 200 hours of vacation, depending on years of service
- 16 hours Paid Time Off (PTO)
- 96 hours annual sick leave
- For new employees, District pays:
  - 100% of the premium for medical coverage for the employee equal to the value of the Consumer Driven Health Plan (CDHP)
  - 80% of the premium for medical coverage for the employee's spouse/domestic partner/dependent(s) equal to the value of the CDHP
  - 100% of the premium for dental and vision plan coverage for the employee
  - 80% of the premium for dental and vision plan coverage for the employee's spouse/domestic partner/dependent(s)
- For new employees enrolled in the CDHP, the District contributes \$1,200 annually to employee's Health Savings Account (HSA) for employee only or \$2,400 annually for family (employee +1)
- California Public Employees' Retirement System (CalPERS)
  - 2% at 55 formula for Classic CalPERS Employees
  - 2% at 62 formula for New CalPERS Members
  - Three-year final compensation period (average of highest paid 36-consecutive months)
- Retiree health insurance benefits for eligible employees
- Life insurance equal to annual gross earnings up to \$150,000
- Voluntary Supplemental Life Insurance
- Employer-paid Short-and long-term disability insurance
- Employer-paid Employee Assistance Program

## APPLICATION PROCESS

This position is open until filled with a first application review date of **March 15, 2024**. To be considered, please submit a resume, cover letter, and five work-related references (who will not be contacted in the early stages of the recruitment) to:



**Koff & Associates**  
A Gallagher Company

Chelsea Freeman  
(510) 570-3844

[chelsea\\_freeman@ajg.com](mailto:chelsea_freeman@ajg.com)

Website: <https://koffassociates.com/midpenwd-admin-services-mgr/>

Resumes will be screened based on the criteria outlined in this brochure. Candidates with the most relevant qualifications will be given preliminary interviews by the consultant. Koff & Associates will report the results to the District, who will then select candidates to participate in panel interviews. Extensive reference and background checks will be completed on the selected candidate.