

ADMINISTRATIVE SERVICES MANAGER

DEFINITION

Under general direction, 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; administers human resources; acts as the District Secretary; serves as custodian of records; serves as a liaison and coordinates assigned activities with other District departments and external agencies to ensure compliance with reporting/procedures; works closely with District Treasurer who supports staff accounting functions; provides responsible and complex administrative and operational assistance to the General Manager; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the General Manager. Exercises direction and supervision over professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a management classification responsible for planning, organizing, reviewing, and evaluating the Administrative Services Department. Responsibilities include developing and implementing policies and procedures for assigned programs, budget administration and reporting, regulatory compliance, and program evaluation. Incumbents serve as a professional resource for organizational, managerial, and administrative analyses and studies. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives, and for furthering District goals and objectives within general policy guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assumes managerial responsibility for all projects, programs, and activities of the Administrative Services Department, including customer service, utility billing, , public outreach and information, and office management.
- Directs and participates in the development and implementation of goals, objectives, policies, and priorities for the department; recommends, within District policy, appropriate service and staffing levels; recommends and administers policies and procedures while ensuring financial, regulatory, and legal requirements are met.
- Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with District standards, including program and project priorities and

performance evaluations; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.

- Manages and administers the Administrative Services budget; participates in the annual and mid-year budgeting processes, including forecasting funds needed for staffing, equipment, and supplies.
- Contributes to the overall quality of the District's service by continuously monitoring and evaluating the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Oversees the development of consultant requests for proposal for professional and/or construction services and the advertising and bid processes; evaluates proposals and recommends project award; administers contracts after award.
- Administers the daily human resources functions and activities, including employee benefits administration, recruitment and selection, classification and compensation, employee relations, property and liability insurances, and risk management.
- Supervises all activities related to the District's accounting functions, including accounts payable, accounts receivable, and payroll.
- Plans, directs, and coordinates customer service and utility billing activities; oversees payment processing and electronic bill systems.
- In coordination with the General Manager, oversees the implementation of water conservation and public outreach and information programs, including website content coordination.
- Acts as the District Secretary; attends a variety of meetings; prepares meeting agendas and gathers background information for agenda items; assembles and distributes agenda packets, meeting records, and all enclosures for mailings; sets up meeting rooms; reviews and approves minutes; distributes documents resulting from Board action; prepares legal and informational notices on behalf of the District.
- Provides highly complex staff assistance to the General Manager; develops and reviews staff, financial, and regulatory reports related to assigned activities and services; presents information to the Board of Directors and other external councils, commissions, committees, and boards; performs a variety of public relations and outreach work related to assigned activities.
- Conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to administrative services programs, policies, and procedures.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of administrative services; researches emerging products and enhancements and their applicability to meet District needs.
- Monitors changes in regulations and technology that may affect District operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, evaluation, and project management.
- Principles and practices of budget administration; sound financial management policies and procedures.

- Principles and practices of customer service and utility billing functions.
- Principles and practices of accounting functions, including accounts payable, accounts receivable, and payroll.
- Principles and practices of human resources administration.
- Principles and practices of water conservation and public outreach and information program administration, including website content coordination.
- Principles, practices, and procedures related to public agency recordkeeping and the Board Secretary function.
- Principles and practices of employee supervision, either directly or through subordinate levels of supervision, including work planning, assignment review and evaluation, and the training of staff in work procedures.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned functional area.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Practices of researching administrative services issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.
- General principles of risk management related to the functions of the assigned area.
- Technical, legal, financial, and public relations problems associated with the management of administrative services projects and programs.
- Modern office practices, methods, and computer equipment and applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the District in contacts with government agencies; community groups; and various business, professional, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Administer complex and technical administrative services programs in an independent and cooperative manner.
- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
- Evaluate and develop improvements in procedures, policies, or methods.
- Analyze, interpret, summarize, and present administrative and financial information and data in an effective manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the District in meetings with governmental agencies; community groups; various businesses, professional, and regulatory organizations; and in meetings with individuals.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, procedures, and other written materials.
- Oversee the development and maintenance of a variety of manual and computerized files, recordkeeping, and project management systems.
- Make sound, independent decisions within established policy and procedural guidelines.

- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment, including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Understand, and adhere to established District standards, policies, and procedures.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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:

Equivalent to graduation from an accredited four-year college or university with major coursework in business or public administration, or a related field, and five (5) years of increasingly responsible experience managing and/or supervising administrative or operational functions. Experience in a governmental or public utility setting is preferred and 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.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. This is primarily a sedentary office classification, although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to potentially hazardous physical substances. Employees may interact with upset staff, public and private representatives, and/or contractors in interpreting and enforcing District policies and procedures.