



ADMINISTRATIVE SERVICES DIRECTOR

FLSA Status: Exempt
Adopted: July 2016

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

GENERAL DEFINITION

Under general supervision of the City Manager, plans, organizes, provides administrative direction and oversight in Recreation Services, Human Resources, Information Technology and Risk Management functional areas. Provides professional assistance to Town management and, as a member of the management team, fosters cooperative working relationships with officials, staff, citizens and regulatory agencies. Incumbent exercises independent purchasing authority.

Recreation Services: Oversees and is responsible for all recreation programs and related functions and activities, including: managing, planning, and coordinating departmental operations, programs and policies with other Town departments and staff, outside agencies and citizen organizations and ensuring public participation in park and recreation center planning, design and utilization.

Human Resources: Oversees and is responsible for all human resources programs and activities, including: employee relations, advising management on human resources matters, administering classification allocations and analyses, and salary, benefits, and employee development, processing of grievances and administrative investigations, and developing and implementing personnel policies and rules.

Information Technology: Oversees and is responsible for all technology and communications programs and activities, including: network and systems management, advising management on technology and communication issues, developing and administering capital and operating technology and communication budgets, developing and implementing technology and communication policies and procedures.

Risk Management: Oversees and is responsible for planning and execution of all risk management functions and activities, including: general liability insurance, property insurance, earthquake and flood insurance, cyber liability insurance, workers compensation insurance and other related insurance programs of the Town, developing and implementing risk management policies and procedures to maintain and improve employee and community safety and ensure the Town has appropriate risk management programs in place to protect the Town's financial assets and safeguard Town employees.

DISTINGUISHING CHARACTERISTICS

The Administrative Services Director is a department head position and works under the general direction of the City Manager. The incumbent:

- Exercises supervision over recreation and human resources staff
- Acts as the Americans with Disability (ADA) Coordinator and Safety Committee Chair
- Manages information technology contract
- May act as the City Manager and Director of Emergency Services when the City Manager and Police Chief are unavailable or unable to take appropriate action

TYPICAL DUTIES AND RESPONSIBILITIES

Duties may include, but are not limited to:

General Administrative Services Responsibilities:

- Functions as a member of the Town leadership team participating in Town-wide policy development, administrative planning, risk management and safety and loss prevention
- Develops and directs implementation of goals, objectives, policies, procedures and work standards for the department; prepares and administers the department's budget
- Plans, organizes, administers, reviews and evaluates the work of professional and office support staff
- Develops, reviews and implements administrative policies and procedures, to meet legal requirements and Town needs. Monitors new legislation impacting administrative services and updates Town policies as needed
- Prepares requests for proposals for a variety of projects and administers contracts
- Develops, reviews, controls and analyzes the department budgets including personnel, equipment and materials; monitors revenues and expenditures
- Monitors and manages administrative and capital projects within area of assignment
- Coordinates employee development, training, and job performance evaluation
- Performs other duties as assigned

Recreation Services:

- Directs all Town recreation programs
- Directs program plans, including the effective use of wide variety of recreational areas, facilities and equipment
- Conducts a continuing review of activities for purposes of detecting problem areas and increasing efficiency
- Conducts periodic community meetings seeking public involvement on park planning projects and related activities
- Oversees, negotiates with concessionaires, joint use and license agreements with commercial service providers, community organizations and other public agencies

Human Resources:

- Provides for the selection, training, professional development, and work evaluation of Town staff, recommends discipline as required; provides policy guidance and interpretation to staff
- Prepares and directs the preparation of a variety of written correspondence, reports, procedures, codes, ordinances, and other written materials.

- Provides support in labor relations activities, including; researching and costing proposals. May serve as a member of the Town's negotiations team; may oversee production and implementation of Memoranda of Understanding (MOU's)
- Provides assistance to management, supervisors and staff in MOU and policy interpretation
- Provides direction in classification studies
- Processes grievances and conducts administrative investigations
- Ensures the effective administration of the Town's benefit plans

Information Technology:

- Monitors changes in laws, regulations and technology that may affect departmental and Town-wide operations, implements policy and procedural change as required
- Coordinates enterprise technology and communications projects throughout the Town and provides assistance for departmental specific technology and communications projects
- Provides assistance to management, supervisors, and staff in efficient technology implementation and mission application
- Provides direction in in Town-wide technology use, including specialized and reoccurring training programs
- Ensures the effective administration of the Town's technology and communications resources
- Oversees the administration of the Town's website and web based applications and programs

Risk Management:

- Coordinates the Towns risk management and safety programs to ensure compliance with all State and Federal legal requirements
- Provide risk management review and guidance to management, supervisors and staff regarding existing or proposed Town activities, programs, and projects to enhance safety and identify and reduce associated risks
- Oversees the claims management process
- Serves as the Towns representative to ABAG PLAN and the Board of Directors

QUALIFICATIONS

Knowledge of:

- Modern Office Technology
- Principles and practices of customer service
- Principles and practices of budget preparation and administration
- Principles of supervision, training and performance evaluation
- Principles and practices of team building and leadership
- Applicable State and Federal laws and regulations
- Departmental and program budget development and monitoring
- Computer use, including spreadsheet, word processing, and graphic presentation software
- Office methods and procedures
- Methods and techniques for effective public relations and administrative analysis
- Contract Management
- First Aid practices
- Town and department policies and procedures
- Recreation philosophy, planning and administration
- Operations and techniques used in comprehensive community recreational programming for various target age groups

- Principles and practices of human resources administration as related to recruitment, and selection, classification, and compensation, employee/labor relations, employee benefits, training and workers compensation
- Principles and practices of technology and communication systems administration. Principles and practices of public agency technology and user support, technology selection and implementation
- Principles and practices of public agency risk management and safety program administration. Principles and practices of public agency general liability, property, earthquake, and workers compensation insurance
- Personnel management including hiring, supervising and evaluating full-time and part-time staff
- Risk Management methods and techniques

Ability to:

- Represent the Town in a positive manner
- Establish, maintain and foster cooperative working relations with others from diverse backgrounds, including elected officials, co-workers and the public effectively and with courtesy, in person, via e-mail and over the phone
- Follow written and oral instructions and procedures
- Communicate effectively, both orally and in writing, by using proper English grammar, spelling and punctuation
- Develop and coordinate recreation, human resources, information technology and risk management programs
- Prepare budgets and analyze expenditures
- Conceive, propose, implement, and maintain sound procedures and records
- Analyze, interpret and explain policies and procedures
- Maintain accurate records and establish database systems
- Read, comprehend and interpret rules and regulations regarding governmental operations
- Follow financial procedures
- Compile, correlate and analyze a large volume of written and numerical data
- Facilitate meetings, including preparation of agendas and written minutes
- Market and promote programs
- Maintain confidentiality, professionalism, tact and composure at all times, including stressful or sensitive situations
- Interpret, apply and explain relevant laws, regulations, policies, and procedures
- Evaluate situations, analyze problems, identify alternative solutions and propose practical recommendations
- Handle multiple priorities, organize workload, and meet deadlines
- Prepare and present staff reports and City Council meetings
- Listen to and objectively consider ideas and suggestions from others
- Keep others informed of work progress, timetables, and issues
- Work flexible schedule including evenings and weekends
- Work independently

Education and Experience:

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- Education: Requires possession of a Bachelor's degree in Recreation Administration, Human Resources, Information Technology, Business, Public Administration or closely related field. Master's degree is desirable.
- Experience: Requires five years of increasingly responsible experience in recreation or human resources management. Possession of a Master's degree in one of the areas noted above may be substituted for one year of the required general experience.

License and Certificate

Must possess and maintain a valid California Driver's License.

CPR/First Aid certificates required or obtained within 60 days of hire.

SPECIAL REQUIREMENTS

These functions may be performed with or without reasonable accommodation:

- Speak clearly and understandably
- Review reports and correspondence quickly and accurately
- Report to work at any hour of day or night as required by disaster or other emergency situation
- Use dexterity and vision necessary to operate computer equipment with a high degree of productivity
- Intermittently twist to reach equipment in their work area
- Perform simple grasping and fine manipulation
- Operate basic office equipment (i.e. telephone, copier, calculator, etc.)
- On a continuous basis, must sit at a desk and in meetings for long periods of time
- Set up, move and take down recreational and facility equipment – Lift 50 pounds
- Speak, read and understand the English language sufficiently to successfully receive/provide information to/from the public, co-workers, supervisors, etc.
- Attend and participate in weekend and evening activities as assigned
- Work under pressure to complete a variety of written reports within specific timeliness
- Interpret a variety of legal codes regulations, and accurately and effectively communicate the same to the public
- Draft reports and correspondence quickly and accurately
- Demonstrate confidentiality
- Perform all duties on the job description except those determined to be incidental