



ADMINISTRATIVE SERVICES DIRECTOR

FLSA Status: Exempt
Adopted: July 2016
Revised: January 2018

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 executive direction of the City Manager the incumbent manages the Finance Department and 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.

Finance Department: Oversees and is responsible for the development and implementation of the Town's budget and accounting systems, preparation of financial statements and analysis, accounting and revenue management, audits, debt financing activities and legal compliance.

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, compensation and benefits; 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 finance and human resources staff
- Acts as the Americans with Disability (ADA) Coordinator and Safety Committee Chair
- Manages information technology contract
- Sits on the Risk Management JPA Board
- 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

Finance:

- Supervises the General Ledger, Accounts Payable, Payroll, Accounts Receivable, and Treasurer divisions
- Coordinates the development and administration of the Town budget
- Develops and administers accounting and budget control necessary to comply with governmental accounting procedures and pronouncements, laws, ordinances and other regulations
- Directs the monthly reconciliation of each asset and liability account of the Town
- Conducts and coordinates the Town's audits as required
- Administers the Town-wide revenue program; provides revenue projections and prepares revenue analysis
- Assists staff to prepare the CIP
- Monitors the investment and withdrawal of funds reporting
- Develops and administers internal controls in cash handling and collections

Human Resources:

- Provides for the selection, training, professional development and performance evaluation of Town staff, recommends discipline as required; provides policy guidance and interpretation to staff

- Provides support in labor relations activities including; researching and costing proposals, serving as a member of the Town's negotiations team, producing and implementing of Memoranda of Understanding
- Assists management, supervisors and staff in Memoranda of Understanding and policy interpretation
- Provides direction in classification studies
- Processes grievances and conducts administrative investigations
- Ensures the effective administration of the Town's compensation and 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 assists departmental specific technology and communications projects
- Assists 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 Town's risk management and safety programs to ensure compliance with all State and Federal legal requirements
- Provides 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 Town's representative to Risk JPA 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
- Methods and techniques for effective public relations and administrative analysis
- Contract Management
- Town and department policies and procedures
- Principles and practices of human resources administration
- Principles and practices of technology and communication systems administration
- 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

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 finance, human resources, information technology and risk management programs
- Prepare budgets and analyze expenditures
- Conceive, propose, implement, and maintain sound procedures and records
- Maintain accurate records and establish database systems
- Read, comprehend and interpret rules and regulations regarding governmental operations
- Compile, correlate and analyze a large volume of written and numerical data
- Facilitate meetings, including preparation of agendas and written minutes
- Maintain confidentiality, professionalism, tact and composure always, 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 at 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 Human Resources, Information Technology, Business, Public Administration, Finance/Accounting or closely related field. Master's degree is desirable.
- Experience: Requires five years of increasingly responsible experience in finance 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 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
- 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