

ADMINISTRATIVE SERVICES MANAGER

DEFINITION

To plan, organize, direct and coordinate the activities of the human resources division within the Administration Department including labor relations, workers compensation, and salary and benefits administration; to coordinate cemetery administration activities; to coordinate division activities with other divisions and departments; and to provide highly complex staff assistance to the City Manager.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the City Manager.

Exercises direct supervision over assigned professional, technical and administrative support staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Develop and implement divisional goals, objectives, policies and procedures.

Plan, organize and direct human resources activities including recruitment and selection, labor relations, employee benefits and workers compensation.

Direct, oversee and participate in the development of the City's cemetery administration work plan; assign work activities, projects, and programs; monitor work flow; review and evaluate work products, methods and procedures.

Prepare the human resources budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials and supplies; administer the approved budget.

Recommend the appointment of personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures as required; maintain discipline and high standards necessary for the efficient and professional operation of the department.

Coordinate with finance department staff to ensure accurate interpretation of Memoranda of Understanding (MOUs) and personnel policies and procedures as they relate to the payroll function.

Develop and conduct new employee orientations.

Maintain employee personnel files and other organizational records related to human resources functions.

Represent the division and department to outside agencies and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.

Research and prepare technical and administrative reports; prepare written correspondence.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of public human resources administration.

Principles and practices of leadership, motivation, team building and conflict resolution.

Pertinent local, state and federal rules, regulations and laws.

Modern office procedures and computer equipment.

Principles and practices of organizational analysis and management.

Budgeting procedures and techniques.

Principles and practices of supervision, training and personnel management.

Ability to:

Organize and direct the human resources division operations.

On a continuous basis, analyze budget and technical reports; interpret and evaluate staff reports; know laws, regulations and codes; observe performance and evaluate staff; problem solve department related issues; remember various rules and procedures; and explain and interpret policy.

On a continuous basis, sit at desk and in meetings for long periods of time. Intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written

means; and lift or carry weight of 10 pounds or less.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Interpret and apply City and department policies, procedures, rules and regulations.

Supervise, train and evaluate personnel.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.

Experience and Training

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

Experience:

Five years of increasingly responsible experience in human resources administration; including two years of supervisory responsibility.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in human resources management, public administration, or a related field.

License and Certificate

Possession of, or ability to obtain, a valid California driver's license.