

## **DIRECTOR OF ADMINISTRATIVE SERVICES**

### **DEFINITION:**

Under direction of the General Manager, the Director of Administrative Services plans, directs, manages, and oversees the functions, programs, and operations of the Administrative Services Division, including finance and accounting, customer service, human resources, risk management, and information technology; coordinates assigned activities with other departments and outside agencies; and provides highly responsible and complex administrative support to the General Manager. The Director of Administrative Services also acts as General Manager in the absence of the General Manager.

### **SUPERVISION RECEIVED/EXERCISED:**

Receives general direction from the General Manager. Exercises general direction over the Accounting Manager, Customer Service Manager, Purchasing and Warehouse Specialist, and Information Technology contracted staff.

### **ESSENTIAL FUNCTIONS:** *(include but are not limited to the following)*

*Class specifications are only intended to present a description summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not** include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of the incumbents within the class.*

- Assumes full management responsibility for all Administrative Services Departments, programs, and operations including finance and accounting, customer service, human resources, safety, and information technology.
- Manages the development and implementation of Departmental goals, objectives, and priorities for each assigned service area; recommends and administers policies and procedures; coordinates and directs short and long-term financial planning.
- Establishes, within District policy, appropriate service and staffing levels; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; allocates resources accordingly.
- Assesses and monitors work load, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement; directs and implements changes.
- Plans, directs, and coordinates, through subordinate level staff, the Administrative Services Departments' work plan; assigns projects and programmatic areas of responsibility; reviews and evaluates work methods and procedures; meets with key staff to identify and resolve problems.
- Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
- Oversees and participates in the development and administration of the Department budget; approves the forecast of funds needed for staffing, equipment, materials, and supplies; approves expenditures and implements budgetary adjustments as appropriate

and necessary.

- Manages and participates in the development and administration of the District's annual budget; oversees preparation of regular and special budget reports to interpret directives and/or establish policies for carrying out directives.
- Develops and maintains District personnel policies and procedures to comply with District policies and applicable local, state, and federal codes, regulations, and laws; recommends actions required to accomplish compliance.
- Responds to requests for employment-related information from District management staff, outside agencies, employees, and the public in a manner that is consistent with District policies and applicable codes, regulations, and laws.
- Develops and coordinates, in conjunction with management and supervisory staff, programs and procedures to promote recruitment, selection, development, and retention of qualified employees.
- Plans, directs, manages, and oversees the appropriate control and administration of the District's funds and assets; coordinates and directs financial planning and budgeting activities of the District including revenue program administration, management of the District's investment portfolio, debt administration, and overall level of operating and non-operating expenditures.
- Develops and coordinates, in conjunction with management staff, programs and procedures relating to the operation of the District's GIS, computer, network and telecommunication systems.
- Administers employee benefit programs; ensures compliance with applicable state and federal codes, regulations, and laws.
- Maintains contact with various governmental and regulatory agencies regarding special projects; ensures compliance with reporting and other requirements of regulatory agencies; supervises the preparation of various reports to regulatory and other agencies.
- Provides staff assistance to the General Manager; prepares and presents staff reports and other necessary correspondence.
- Represents the Administrative Services Department to other departments, elected officials, and outside agencies; coordinates assigned activities with those of other departments and outside agencies and organizations.
- Explains, justifies, and defends department programs, policies, and activities; negotiates and resolves sensitive and controversial issues.
- Participates on a variety of committees as assigned by the General Manager.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of human resources; directs the incorporation of new developments into program areas, as appropriate.
- Maintains current knowledge of employment-related developments in applicable court cases and local, state and federal codes, regulations and laws through independent research and professional organizations.
- Responds to and resolves difficult and sensitive citizen inquiries and complaints.
- Reads, understands, and complies with the District's Safety Manual; attends safety meetings as required; reports all accidents, violations or infractions as required.

- Performs related duties as required.

### **PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:**

The essential functions of this position may require the employee to perform the following physical activities. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

- Environment: Standard office setting; frequent interaction with District staff, the general public, elected officials, and the media.
- Work in an office environment with some exposure to dust, dirt, and hazardous materials.
- Stand, walk and sit for extended time periods; able to carry, push, pull, reach and lift objects of light to medium weight; hearing and vision within normal ranges.
- Communicate orally with District management, co-workers, and the public in face-to-face, one-to-one and group settings; regularly use a telephone and two-way radio for communication.
- Read and interpret complex data, information and documents; analyze and solve complex problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with all levels of District management, board members, other elected and appointed governmental officials, media representatives, business and community leaders, employees, the public and others encountered in the course of work.
- Operate office equipment including use of computer and keyboard; work at a desk and computer for extended time periods; look at computer monitor for extended time periods.
- Travel by vehicle while conducting company business.
- Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.
- Hearing: Hear in the normal audio range with or without correction.

### **QUALIFICATIONS:**

*The following are minimal qualifications necessary for entry into the classification.*

#### **Education and/or 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:*

- Bachelor's degree from an accredited college or university with major course work in business administration, public administration, accounting or a related field is required.

- Ten years of increasingly responsible experience in finance, accounting, and public administration or a related field, including five years of management and administrative responsibility.

**License/Certificate:**

- Must possess and maintain a valid California Driver License, provide proof thereof and maintain a driving record acceptable to the District's automobile insurance carrier.
- Certified Public Accountant license is preferred.

**KNOWLEDGE/SKILLS/ABILITIES:** *(The following are a representative sample of the KSA's necessary to perform essential duties of the position.)*

**Knowledge of:**

- Operational characteristics, services, and activities of a comprehensive administrative services program, including human resources, accounting, customer service and information technology.
- Advanced principles and practices utilized in public sector personnel administration including in the areas of employee relations, contract administration, recruitment and selection of employees, health and welfare benefits administrations, classification/compensation programs, risk management, safety, and professional development.
- Principles and practices of program development and administration.
- Principles and practices of budget preparation and administration.
- Principles and practices of general, fund and governmental accounting, including financial statement preparation and methods of financial control and reporting.
- Principles and practices of cost and fixed asset accounting.
- Internal control and audit principles and practices.
- Principles of supervision, training, and performance evaluation.
- Pertinent federal, state, and local laws, codes, and regulations including those governing and affecting human resources, labor relations, and employment.
- Counseling and disciplinary procedures and processes.
- Conflict resolution and mediation principles.
- Principles of business letter writing and report preparation.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

**Ability to:**

- Manage and direct a comprehensive administrative services program including finance and accounting, customer service, general personnel, risk management and safety, workers' compensation, benefits administration, and information technology,.
- Develop and administer departmental goals, objectives, and procedures.

- Prepare and administer large and complex budgets.
- Analyze and assess programs, policies, and operational needs and make appropriate adjustments.
- Collect, analyze, evaluate, and interpret complex information and data including complex financial data.
- Ensure adherence to generally accepted accounting principles.
- Read, analyze, and interpret financial reports.
- Research, analyze, and evaluate new service delivery methods and techniques.
- Select, train, and evaluate staff.
- Plan, organize, direct, and coordinate the work of lower level staff.
- Delegate authority and responsibility.
- Review and resolve employee grievances in accordance with labor agreements.
- Participate effectively in labor negotiations.
- Provide employee counseling and mediation.
- Gain the confidence and cooperation of department heads and employees.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Prepare clear and concise administrative and financial reports.
- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Interpret and apply applicable federal, state, and local policies, laws, and regulations.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Identify and respond to sensitive community and organizational issues, concerns, and needs.
- Effectively represent the Authority to outside individuals and agencies to accomplish the goals and objectives of the unit.
- Work cooperatively with other departments, Authority officials, and outside agencies. Exercise good judgment and maintain confidentiality in maintaining critical, sensitive, and confidential information, records, and reports.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

**STATUS:** Exempt

Revised: May 27, 2016