



April 2019
FLSA: Exempt

ADMINISTRATIVE SERVICES DIRECTOR

DEFINITION

Under administrative direction, plans, supervises, coordinates, and reviews the work of staff performing human resources, community services, and administrative functions such the grants program; serves as a liaison and coordinates assigned activities with other City departments and external agencies to ensure compliance with reporting/procedures; provides responsible and complex administrative and operational assistance to the City Manager; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

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

DISTINGUISHING CHARACTERISTICS

This is a department director classification responsible for planning, organizing, reviewing, and evaluating the Administrative Services Department. Responsibilities include developing and implementing policies and procedures for assigned programs, 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 City 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 human resources and community services.
- Directs and participates in the development and implementation of goals, objectives, policies, and priorities for the department; recommends, within City 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 City 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.
- Provides oversight and direction to human resources functions and activities, including benefits administration, recruitment and selection, classification and compensation, employee relations, property and liability insurances, and risk management.

- Provides oversight and direction to an array of community programs such as parks and recreation including senior programs and related facilities, emergency preparedness, and community access television.
- Provides oversight and direction to the city-wide grants program including the administration of specific community grant programs such as Measure C.
- Oversees the administration of franchise and City services agreements and the development and execution of consultant requests for proposal for professional services; evaluates proposals and recommends project award;
- 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 City Council action; prepares legal and informational notices on behalf of the City.
- Provides highly complex staff assistance to the City Manager; develops and reviews staff, financial, and regulatory reports related to assigned activities and services; presents information to the City Council 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.
- Contributes to the overall quality of the City'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.
- 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 City needs.
- Monitors changes in regulations and technology that may affect City 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.

JOB-RELATED QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, evaluation, and project management.
- Principles and practices of human resources administration.
- Principles and practices of community outreach program administration.
- 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 City 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 City 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 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 City 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 City 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 in supervising human resources or community programs. Experience in a governmental or public utility setting is preferred

Licenses and Certifications:

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

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 City 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.

ENVIRONMENTAL CONDITIONS

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 City policies and procedures.