

ADMINISTRATIVE SERVICES MANAGER

DEFINITION

Under general direction from the General Manager, manages and performs professional human resources and administrative management duties, including: recruitment and selection; salary and benefits administration; labor relations; employee relations and conflict resolution; performance management, records management, safety and risk management, Board relations, information technology, public information; personnel rules, policies, and procedures administration; administrative support functions; supervision of various administrative and clerical staff and other duties as assigned. This is an "at will" position within the management group.

SUPERVISION EXERCISED

Provides leadership through teamwork, motivation, and personal example. Exercises direct supervision over various professional, administrative, and clerical personnel.

IMPORTANT AND ESSENTIAL DUTIES

1. Coordinate the planning, development and implementation of the recruitment and selection process to obtain qualified candidates; develop job announcements, advertisements, supplemental and interview questions for oral examinations; administer a variety of tests and use other selection tools to determine the qualifications of job applicants; review and screen job applications; analyze test data; facilitate appraisal panels; establish eligibility lists; process background checks; prepare job offers; manage the new employee orientation and onboarding.
2. Maintain confidentiality on behalf of the General Manager on matters pertaining to the District, its employees, and the Board of Directors.
3. Compose and produce confidential documents, contracts, agreements, business correspondence, and documentation related to the areas of oversight. Serve as business resource for District Managers.
4. Administer group insurance and other employee benefit and retirement programs; coordinate plan administration with consulting firms.
5. Provide information and assistance to employees and retirees concerning District benefit programs and policies.
6. Interpret and administer agreements with District employee organizations and participate in the negotiations process and in disciplinary hearings; staff representative with the chief negotiator in the labor negotiations process; conduct research and compensation surveys.
7. Attend and participate in Board of Director meetings; prepare agendas, minutes, and related materials for and attend various Board Committee meetings.

8. Communicate with and advise General Manager on events or occurrences in the District.
9. Prepare personnel rules, policies, and procedures; provide interpretations and information to District personnel and other interested parties.
10. Establish job duties, responsibilities, performance targets, and means of measurement and annual evaluation of employees in their work group.
11. Develop and implement programs in such areas as employee training and development, recognition, and employee orientation and onboarding.
12. Supervise and evaluate performance of assigned staff.
13. Ensure annual updates and placement of sewer service charges, recycling and organics charges, and delinquent trash charges on tax rolls.
14. Oversee the District's safety and risk management programs.
15. Oversee all activities related to the Communications Plan and public outreach and education, including website and social media management, newsletters, and call-to-action marketing campaigns.
16. Undertake administrative studies and special projects and attend meetings as the District Administrative Services representative.
17. Oversee District's compliance with public posting and notification requirements of the Brown Act and other applicable statutes regarding meetings of the Board and Committees.
18. Provide information and assistance to other District departments.
19. Develop and coordinate operating procedures, policies, and manuals.
20. Direct the records retention program.
21. Prepare and maintain all documentation required by Federal and State Laws pertaining to personnel issues.
22. Perform other duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

- Principles and techniques of human resources administration with emphasis on recruitment and selection, labor relations, and employee benefits.
- Laws, regulations, policies and procedures pertaining to human resources administration.
- Compensation practices and survey methods.
- Statistical concepts and methods.

- Principles of supervision.
- Principles of organization and management.
- Business communication skills and practices.
- Basic knowledge of computer network practices.

Ability to:

- Operate modern office equipment including, but not limited to, computer equipment.
- Compose, edit, proofread, and format various documents and business correspondence.
- Develop individual and team goals, objectives, and performance measures to achieve results consistent with District objectives.
- Make difficult and timely decisions; meet deadlines and work independently.
- Ability to compose and produce items of a confidential nature, including personnel investigations.
- Effectively administer and interpret the personnel and administrative support functions of the District.
- Collect and analyze statistical information.
- Maintain comprehensive records systems.
- Plan, supervise, serve as resource, and direct the work of assigned staff.
- Communicate clearly and concisely, both orally and in writing.
- Effectively review, interpret and apply any and all provisions contained in District agreements and/or Memoranda of Understanding pertaining to District employee organizations and Union-represented groups.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

EXPERIENCE AND EDUCATION GUIDELINES

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

Experience:

Two years of professional experience in human resources, Board, office, and general administration. Additional applicable job experience may be substituted for the desired education and training on a year-for-year basis.

Education/Training:

Equivalent to a Bachelor's degree in Public Administration, Business Administration, Personnel Management, Human Resources or a related field, from an accredited college or university, is required.

License or Certificate:

Possession of the category of California driver's license required by the State of California, Department of Motor Vehicles, to perform the duties of the position. Continued maintenance of a valid California driver's license of the required category, compliance with established District vehicle operation standards and the ability to be insured for the operation of a vehicle/District vehicle in accordance with the terms and conditions of the District's insurance program are conditions of continuing employment.

WORK ENVIRONMENT/PHYSICAL DEMANDS

The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job. The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work performed is in a standard office environment using a computer. While performing the duties of this job, the employee frequently is required to sit and occasionally required to stand, walk, stoop and crouch. The employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear.

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