SOUTH COAST WATER DISTRICT

ADMINISTRATIVE SERVICES MANAGER

DEFINITION

This position is located within the Finance Department. As Administrative Services Division Manager, the incumbent plans, directs, manages, authorizes, administers, and participates in the daily operations and activities of the District-wide administrative support functions and programs, including web administration in the Administrative Services Division; plans administrative processes and manages other District services necessary to carry out those processes; assigns Administrative Services to address the needs of Director-level and Senior Management employees regarding work flow and work processes; evaluates the operations and activities of the assigned function; formulates procedures, and practices regarding administrative services; negotiates project deadlines; negotiates and manages vendor contracts in assigned areas; works with District departmental and office staff to ensure that District publications, reports, correspondence, and other administrative projects meet consistent and professional standards; serves as the Clerk of the Board at various Board of Directors meetings; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

This position reports to the Director of Finance. The incumbent supervises staff within the Administrative Services Division.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the administrative support series that exercises independent judgment on diverse and specialized District-wide administrative support projects and has significant accountability and ongoing decision-making responsibilities associated with the work. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the Director of Finance in a variety of areas. Responsibilities include oversight and coordination of District-wide requests for administrative support services. The incumbent performs a variety of highly confidential office administrative, project coordination, and management support work for department directors and associated staff. The work requires extensive public contact, the frequent use of tact, discretion, and independent judgment, knowledge of District activities, and the ability to conduct independent projects. This class is distinguished from other office support classes in that the nature, scope, diversity, and confidentiality of responsibilities originating at District-wide level require a broader understanding of District functions and the capability of coordinating multiple activities and priorities, gathering and analyzing data, writing reports, meeting critical deadlines, and relieving District management staff of day-to-day office administrative and coordinative duties.

The incumbent ensures that her/his activities are aligned with and support the South Coast Water District’s policies, mission, vision, core values, core strategies, and annual action items as well as performance measures.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

Duties may include, but are not limited to, the following:

- Supervises day-to-day operations of the administrative services and office support personnel, including providing direction, overseeing staff duties in various areas, providing training, motivation, and evaluation for staff, assigning and scheduling tasks, analyzing and making recommendations regarding procedures and policies, and interfacing with various service users regarding general and specific assignments of the District’s administrative services pool of employees.
- Participates in the development and implementation of goals, objectives, policies and priorities for assigned programs; recommends and administers policies and procedures.
- Develops and standardizes procedures and methods to improve the efficiency and effectiveness of the District’s administrative support services and web administration; continuously monitors and evaluates the service delivery methods and procedures and identifies opportunities for improvement; recommends improvements to the Director of Finance and implements new procedures and methods.
- Manages, plans, directs, coordinates, and reviews the work plan for the administrative support work unit; meets with staff to identify and resolve problems; assigns work activities, projects and programs; monitors work flow; reviews and evaluates work products, methods and procedures.
- Participates in the selection of personnel; trains, motivates, and evaluates assigned personnel; provides input on discipline and termination procedures, evaluates and reviews work for acceptability and conformance with division standards, including program and project priorities and performance evaluations; provides or coordinates staff training; works with employees to correct deficiencies; conducts quarterly performance and development sessions with each direct report.
- Ensures that staff provides a high degree of service to both internal and external customers that supports achieving the work unit’s and the District’s mission, objectives, and values.
- Evaluates the operations and activities of the program area; recommends improvements and modifications; prepares various reports on operations and activities; evaluates projects submitted by departments; considers resource availability; negotiates timelines as needed.
- Produces, types, edits, and proofreads a variety of documents ranging in complexity and length submitted from all District departments using a variety of software applications and/or graphic arts material; provides suggestions for enhancing the appearance of documents; uses independent judgment based on knowledge of the English language; inputs data and text using a computer terminal.
- Evaluates the publication of work produced for public dissemination by staff in other departments and makes revisions or recommendations for revisions based on District policies, procedures, and standards.
- Maintains multiple calendars and organizes and coordinates schedules, meetings, and conferences of District management and administration staff; makes travel arrangements as necessary.
- Attends Board of Directors meetings as assigned; records vote counts on resolutions presented; prepares and types Board resolutions and other materials.
- Coordinates, prepares, and provides for the distribution of the Board of Directors and committee agendas as assigned; organizes, duplicates, and distributes Board communications submitted by staff.
- Manages workload processes; works with staff and internal customers to resolve complex issues related to assigned areas of responsibility.
- Organizes and maintains various administrative, confidential, reference, and follow-up files; purges files as required.
- Operates a variety of standard office equipment, including job-related computer hardware and software, copiers, postage meters, facsimile machines, multi-line telephones, and transcription equipment in performing primary and back-up duties.
- Prepares and directs the preparation of a variety of written correspondence, reports, procedures, and other materials.
- Monitors changes in technology that may affect the work unit’s operations; implements policy and procedural changes after approval.
- Manages, plans, directs and coordinates facility improvements under the direction and recommendation of the Director of Finance.
- Manages, plans, directs, coordinates, and reviews the work plan for Document Management including but not limited to document archival, retrieval and electronic storage; monitors work flow; develops, reviews and evaluates work products, methods and procedures.
- Manages, plans, directs, and coordinates work on internal document management systems including new system development and development of standardized methods and procedures for deployment and operational management.
- Manages, plans, directs, coordinates and reviews the work plan for organization and maintaining the Public Information inventory; resolves problems; assigns work activities, monitors work flow; reviews and evaluates work products, methods and procedures.
Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting and the development, analysis, and evaluation of programs, policies, and operational needs of the assigned division.
- Principles and practices of budget development, administration, and accountability.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles, practices, and procedures of office administration.
- Variety of software applications, including media-streaming, word processing, graphic design, databases, and spreadsheet programs.
- Document layout and design techniques.
- Basic public administration policies and practices sufficient to assume assigned responsibilities.
- Principles of time management and negotiation techniques.
- Applicable Federal, State, and local laws, ordinances, regulations, and guidelines relevant to assigned duties.
- Business letter writing and the standard format for report and correspondence.
- Principles and practices of data collection and report preparation.
- Modern office administrative practices, methods, and computer equipment and applications related to the work.
- Record keeping principles and procedures.
- Basic mathematical and statistical principles; principles and practices of data collection.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors and District staff, in person and over the telephone.
- Techniques for providing a high level of customer service to public and District staff, in person and over the telephone.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient administrative services.
- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the division.
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Analyze, interpret, apply, and enforce Federal, State, and local policies, procedures, laws, and regulations, including the Brown Act.
- Understand, interpret, and successfully communicate both orally and in writing, pertinent department policies and procedures.
- Identify problems, research, and analyze relevant information, develop and present recommendations and justification for solution.
- Perform the most complex administrative support duties and operate related equipment.
- Develop cost estimates for supplies and equipment.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, procedures, and other written materials.
- Maintain accurate records and files of work performed.
- Establish and maintain a variety of manual and computerized record keeping 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, procedural, and legal guidelines.
➢ Establish and maintain effective working relationships with those contacted in the course of work.

EXPERIENCE AND TRAINING 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:

Five (5) years of increasingly responsible experience in general office administrative support work. Experience providing technical and administrative support to executive-level management in a public agency setting is desirable.

Training:

Equivalent to the completion of the twelfth (12th) grade. Two (2) years of college-level coursework in business or public administration or related field is desirable.

License or Certificate:

Valid California class C driver’s license with 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, and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas 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 materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

The specific statements shown in each section of this classification description are not intended to be all-inclusive. They represent the essential functions and minimum qualifications necessary to successfully perform the assigned functions. 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.