

## **ADMINISTRATIVE SERVICES MANAGER**

### **JOB SUMMARY**

Working under the direction of the Executive Director, performs highly responsible and complex professional administrative work and plans, directs, manages, and oversees the functions, programs and operations of the Administrative Services Department including human resources, recruitment and selection; records management; benefits administration; professional standards; risk management; labor relations; facility management; the Technical Services Division; and public relations communications; and performs other related duties as assigned.

### **MAJOR DUTIES**

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the class.*

- Directs and coordinates the administration of the recruitment and selection processes, including background investigations, and the employee benefits, peer support, mentoring, and orientation programs.
- Manages the recruitment program and works with a variety of personnel and consultants to select candidates for the classified service.
- Monitors federal and state laws and regulations as they relate to personnel matters and recommends changes to the Authority's policies and procedures.
- Organizes and maintains a variety of complex, confidential and sensitive records and files related to human resources functions.
- Ensures Authority compliance with various federal and state regulations as they relate to personnel functions such as the American with Disabilities Act, Fair Labor Standards Act, Family and Medical Leave Act, California Family Rights Act, Health Insurance Portability and Accountability Act, and Workers Compensation law.
- Oversees the professional standards program, conducting investigations into allegations of misconduct and recommending disciplinary action in accordance with state law and the Authority's personnel rules and policies.
- Receives and conducts investigations related to employee requests, complaints and/or grievances.
- Serves as a member of the Authority's negotiating team during meet and confer sessions with employee organizations.
- Oversees and manages the City's risk management activities, including but not limited to, worker's compensation, liability and property insurance and safety programs. Acts as a liaison with outside entities in the administration of insurance claims.
- Works closely with supervisors and managers to plan, supervise and monitor Authority safety programs to ensure compliance with safety standards and procedures.
- Identifies conditions, elements and situations of liability concerns and makes recommendations to correct or reduce liability exposure.
- Identifies problems, conducts research, analyzes data, and makes recommendations on a variety of administrative and operational issues.
- Develops, coordinates and administers the Authority's emergency preparedness plans.
- Develops and administers the departmental budget.
- Evaluates plans, policies, systems, and procedures to achieve departmental goals and work plans.

- Plans and evaluates the performance of assigned staff, establishing performance requirements and personal development targets.
- Monitors performance and provides coaching for performance improvement.
- Plans, directs, manages, and oversees the functions, programs and operations of the Technical Services Division, including supervising consultants on various projects as required.
- Plans and implements work associated with the maintenance, cleaning, repair, and renovation of Authority buildings, sites, and facilities.
- Administers and maintains all of the Authority's radio frequency licenses from the FCC and coordinates the intergovernmental usage of these frequencies.
- Analyzes major communications problems and recommends solutions.
- Serves as a liaison between the Authority and user agency police and fire officials concerning the installation, maintenance, and repair of communications and public safety equipment.
- Attends various committee and community meetings as assigned by the Executive Director.
- Prepares written reports, memoranda, letters, resolutions, policies and instructional material.
- Develops, implements and administers management projects and programs.
- Serves as the Authority's custodian of records.
- Serves as the Authority's public information officer.
- May serve as Acting Executive Director during times when the Executive Director is on leave or otherwise unavailable.
- Provides excellent customer service.
- Performs related duties as assigned.

**MINIMUM QUALIFICATIONS:**

EDUCATION:

- A bachelor's degree from an accredited college or university in public or business administration or a closely related field. A master's degree is desirable.

EXPERIENCE:

- Five years of experience working in a public safety dispatching environment, at least two years of which was as a Communications Supervisor for the Authority.

LICENSES:

- Possession of a valid California driver's license.

**KNOWLEDGE, SKILLS, AND ABILITIES**

KNOWLEDGE OF:

- Principles and practices of public and business administration.
- Supervisory principles, practices and techniques.
- Authority policies and procedures.

- Applicable federal, state and local laws and regulations.
- Pertinent laws governing human resources management, including the Fair Labor Standards Act, OSHA, CalPERS retirement system administration, benefits administration, workers' compensation administration, grievance procedures, disciplinary measures and labor negotiations.

SKILL IN:

- Using a personal computer and applicable software applications, including word processing, spreadsheets, and presentation software.
- Reading, writing and communicating at an appropriate level.

ABILITY TO:

- Effectively handle confidential matters.
- Plan, assign, coordinate and direct work of a large staff in a demanding, stressful, twenty-four hour operation.
- Organize a large body of work to meet established deadlines.
- Develop and implement programs, goals, objectives, policies and procedures.
- Interpret and apply relevant laws, codes, and regulations.
- Evaluate existing programs, policies and procedures and direct the development of improvements for efficient and effective operation.
- Coordinate administrative and other services and functions with outside agencies.
- Think clearly under stress and respond quickly and accurately.
- Prepare analytical and financial reports.
- Prepare and deliver effective public presentations.
- Communicate effectively both orally and in writing, to a broad spectrum of people ranging from line level employees to elected officials.
- Exercise independent judgment and initiative within established guidelines.
- Analyze and recommend solutions to problems and issues.
- Establish and maintain effective and cooperative working relationships with staff, elected and appointed officials, representatives or other governmental agencies.
- Supervise, train and evaluate staff.
- Provide excellent customer service.