

ADMINISTRATIVE SERVICES MANAGER

DEFINITION

This exempt position reports directly to the General Manager and provides complex administrative support related to operations and functions of the District. With support from the administration staff the Administrative Services Manager plans, organizes, manages, directs and performs other tasks related to executive assistant, administration, human resources, safety and risk management, and Board Clerk. Also performs other duties as assigned.

EXAMPLES OF DUTIES

The duties listed below are illustrative only and are not meant to be a complete exhaustive listing of all of the duties and responsibilities of the Administrative Services Manager classification:

Administration Duties:

- Responsible for providing full administrative support; continually improving District administrative procedures and functions.
- Manages the District website and social media accounts.
- Supervises, plans, coordinates, prioritizes, monitors and evaluates the performance of administrative support staff; provides coaching and employee technical development opportunities; directs activities of customer service staff.
- Assigns work to maximize efficiency and utilization of administration support staff.
- Administers and tracks all District training for Board of Directors and District staff.
- Administers electronic Records Management Program; maintains and organizes administration filing system and library.
- Assists with maintenance of server, internet, telecommunications, and website functions.
- Prepares bi-annual Agriculture Newsletter for bi-annual billing.
- Ensures compliance with State mandated filings (Conflict of Interest Code, Secretary of State); submits reimbursement requests for State Mandated Costs Program.
- Assists with CEQA filings and postings; RFQ, RFP, and RFB postings; and permitting.
- Prepares complex reports for the General Manager and attends meetings on behalf of the General Manager.

Human Resources and Risk Management Duties:

- Administers Risk Management Program.
- Coordinates recruitment process, pre-employment physicals and background checks.
- Maintains personnel files; coordinates the District's Employee Benefit Program; enrolls new employees in group insurance; mediates for employees concerning benefit issues; manages and coordinates retiree health benefits.
- Administers COBRA notification, recordkeeping and billing.
- Coordinates Department of Transportation medical certificate renewals and random drug testing for commercial licensed employees; administers Department of Motor Vehicle Pull Reporting Program.
- Interprets and explains personnel and risk management rules, laws, and regulations to managers, supervisors, and staff.

- Manages the District's Worker's Compensation and property and liability insurance Programs, including claims management, leave tracking, and integration with provisions of MOU and Family Medical Leave Act and Cal OSHA reporting requirements.
- Acts as primary District point of contact between District insurer and public for any liability claims; manages the District liability coverage.
- Supports investigation of any employee complaints.

Financial Duties:

- Participates in District financial management and reporting functions; reviews and authorizes the payment of invoices; assists with the collection of information for the annual budget.
- Coordinates the development and implementation of goals, objectives, policies, regulations, procedures and work standards for the District.
- Assists with preparation, research and compilation of grant application packages.

Clerk Duties:

- Compiles Board of Director's Agenda Packages; transcribes Board meeting minutes.
- Communicates frequently with Board of Directors, District management, co-workers, representatives from other agencies and the public.
- Oversees registration for events and any associated travel requirements.
- Manages Board and Executive calendars and activities.
- Prepares a variety of complex correspondence and technical reports.
- Performs related and other duties as assigned.

Physical Activities:

- Regularly uses a telephone for communication.
- Uses office equipment such as computers, calculators, copiers, scanners, printers, facsimile, audio-visual equipment and mobile devices.
- Sits for extended periods of time.
- Hearing and vision within normal ranges.

EMPLOYMENT STANDARDS**Knowledge of:**

- Federal, State, and local laws and regulations as they relate to Special District compliance.
- Contents of contracts, agreements, memorandum of understandings and other documents as they relate to District operations.
- Principles and practices of effective administration and human resources support functions.
- Filing methods, record management and recordkeeping systems.
- Principles and practices of governmental reporting.
- Modern office practices and technology.
- Correct English usage, spelling, grammar and punctuation.
- Policy and procedure development.

Ability to:

- Interpret, analyze, and apply Federal, State, and local laws and regulations as they relate to Special District compliance.
- Analyze situations and make sound recommendations in support of District goals.
- Develop and implement policies and procedures.
- Organize data, maintain records and prepare reports.
- Utilize computer systems and software packages effectively, including adaptation of new technologies and upgrades.
- Identify needs and effectively train subordinate staff.
- Establish and maintain cooperative working relationships with Board of Directors; District management, co-workers, representatives from other agencies and the public.

QUALIFICATIONS

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

- Education:
 - Completion of a Bachelor's Degree from an accredited college or university in public administration, business administration, or closely related field.
 - Completion of a Master's of Science Degree from an accredited college or university may be used to substitute for two (2) years of experience.
- Experience: Six (6) years of business support experience in a supervisory role in a public agency. Business support experience in a management role in a Special District or water utility is highly desirable.
- Certification:
 - ACWA/JPIA Human Resources Certification
 - CSDA Board Secretary/Clerk Certification
 - Designation as Associate of Risk Management (ARM)
 - Equivalent certification and experience may be used as a substitute for any of the above.
- Driver's License: Possession of a valid California Driver's License and possession and proof of a driving record free of multiple or serious traffic violations or accidents for two (2) consecutive years. Failure to obtain or maintain such required license(s) may be cause for disciplinary action. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.

The specific statements in each section of this job description are not intended to be all-inclusive. They represent typical elements and are necessary to successfully perform the job.