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## **ADMINISTRATIVE SERVICES MANAGER**

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### **DEFINITION**

Under general direction, organizes, supervises, coordinates and performs technical work in the Finance, Human Resources, Risk Management and/or Information Technology Departments. Coordinates assigned activities with other departments and outside agencies; and provides highly responsible and complex administrative support to the City Manager, Assistant City Manager and City Council.

### **SUPERVISION EXERCISED**

Exercises direct and indirect supervision over subordinate personnel.

### **EXAMPLES OF ESSENTIAL DUTIES**

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices. Duties may include but are not limited to:

1. Assume management responsibility for all department services and activities including planning, organizing and directing all internal support functions for all of the departments within the Administrative Services Department; recommend and implement departmental policies and procedures.
2. Creates, implements and directs programs, policies and practices associated with assigned areas of responsibility.
3. Establish, within City policy, appropriate service and staffing levels; monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; allocate resources accordingly.
4. Plan, direct and coordinate, through subordinate level staff, the Administrative Services department's work plan; assign projects and programmatic areas of responsibility; review and evaluate work methods and procedures; meet with key staff to identify and resolve problems.
5. Assess and monitor workload, administrative and support systems, and internal reporting relationships; identify opportunities for improvement; direct and implement changes.
6. Prepare and present written and oral reports on Finance, Human Resources, and/or Information Technology issues.
7. Select, plans, manages, trains, and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; monitors performance and provides coaching for performance improvement and development; takes disciplinary action, up to and including termination, to

- address performance deficiencies, and recommends discipline, in accordance with the City's personnel policies and procedures and labor contract provisions.
8. Oversee and participate in the development and administration of the department and City-wide budget; assist the forecast of funds needed for staffing, equipment, materials and supplies; approve expenditures and implement budgetary adjustments as appropriate and necessary.
  9. Oversee the development of City-wide policies, procedures, forms programs and practices to improve Human Resources operations and efficiencies.
  10. Oversee the employee recruitment and selection process throughout the City.
  11. Oversee employee benefit administration.
  12. Explain, justify and defend department programs, policies and activities; negotiate and resolve sensitive and controversial issues.
  13. Represent the Administrative Services department to other departments, elected officials and outside agencies.
  14. Provide staff assistance to the City Manager; prepare and present staff reports and other necessary correspondence.
  15. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of public administration, finance, information services and human resources.
  16. Respond to and resolve difficult and sensitive citizen inquiries and complaints.
  17. Assist management staff in employee motivation and disciplinary actions.
  18. Perform related duties as required.

### **KNOWLEDGE, ABILITIES AND SKILLS**

Knowledge of:

1. Principles and practices of public administration, including purchasing, contracting, maintenance of public records, organization and management.
2. Principles and practices of information technology.
3. Principles and practices of municipal finance and accounting.
4. Principles and practices of Human Resources.
5. Principles of municipal budget preparation and control.

6. Principles and applications of critical thinking and analysis.
7. Principles of supervision, training and performance evaluation.
8. Pertinent federal, state and local laws, codes and regulations
9. Principles of supervision, training, and performance evaluation.
10. Coordinate support services and activities with departmental managers and staff, as well as other City departments and officials to ensure all City requirements are met.
11. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials.
12. Present conclusions and recommendations clearly, logically and persuasively to both internal and external audiences.

Ability and Skill to:

1. Analyze difficult and complex administrative, financial, operational and organizational objectives and issues, evaluate alternatives and reach sound, logical, fact-based conclusions and recommendations.
2. Select, supervise and evaluate department staff.
3. Collect, evaluate and interpret appropriate data, either in statistical or narrative form.
4. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials.
5. Understand, interpret and respond to internal and external customer needs and expectations.
6. Using initiative, discretion and judgment within established procedures, guidelines and rules.
7. Managing situations requiring diplomacy, fairness, firmness and sound judgement.
8. Supervise, direct, train, evaluate and coordinate the work of assigned staff.
9. Perform the full range of complex and difficult professional analytical and administrative duties involving the use of independent judgment and personal initiative.

10. Plan, coordinate and perform surveys, analyses and prepare complex reports including the collection of data, presentation of findings and preparation of clear and concise reports.
11. Train, supervise, motivate, evaluate and discipline subordinate personnel.
12. Effectively communicate orally and in writing with City personnel, City Council members, County, State, and Federal agency personnel, consultants, attorneys, independent auditors and the general public.
13. Understand, interpret, apply and explain administrative and departmental policies and procedures as well as pertinent federal, state, and local laws, codes, and regulations.
14. Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, City staff, or other agencies on sensitive issues in area of responsibility.
15. Exercise good judgment and tact in dealing with sensitive, complex and confidential information, records and reports.
16. Establish and maintain effective working relationships with staff, Commissions, the City Council, City Manager and the public.
17. Perform duties of an emergency worker in the event of a natural or other disaster.

### **QUALIFICATIONS**

Any combination of education and experience that would provide the required knowledge, abilities and skills is qualifying. A typical way to obtain the qualifications would be:

- BA/BS degree in computer science, public administration, business administration, human resources management or related field; AND
- Four (4) years of increasingly responsible professional experience in Finance, Human Resources and/or Information Technology; OR
- An equivalent combination of education, training and experience.

### **LICENSE OR CERTIFICATE**

Possession of a valid Class C California Driver's License and a good driving record.

### **ESSENTIAL JOB FUNCTIONS/A.D.A.**

- Essential job functions and A.D.A. requirements include:

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- Ability to operate computer, calculator, telephone, portable radio, copying machine and cash register.
- Ability to understand and respond to the public's and staff's requests for assistance both on the phone and in person.
- Ability to prepare reports, perform mathematical calculations, count money and sort/file documents.
- Ability to sit for two hours at a time.
- Ability to lift up to 25 pounds.
- Ability to climb a footstool or ladder for the purposes of retrieving records.
- Ability to get from one location to another in the course of doing business.