

ADMINISTRATIVE SERVICES DIRECTOR

Approved: August 2022

FLSA: Exempt

Unit: Unrepresented Management



Definition
Under administrative direction, plans, organizes, manages, directs and oversees the staff, functions and activities of the Administrative Services Department, including finance, human resources, and information technology, other areas as assigned; exercises independent judgment and discretion in formulating, managing and controlling administrative and fiscal policies; coordinates assigned activities with other City departments, officials, outside agencies, and the public; fosters cooperative working relationships among City departments as well as intergovernmental and regulatory agencies, and various public and private groups; provides highly responsible and complex professional assistance to the City Manager in areas of expertise including development of strategic planning and proposing amendments to City policies; and performs related work as required.
Supervision received and exercised
Receives administrative direction from the City Manager or Assistant City Manager. Exercises supervision over management, professional, technical, and administrative support staff through subordinate levels of supervision.
Class characteristics
This is a Department Director classification that oversees, directs, and participates in all activities of the Administrative Services Department, including finance, human resources, and information technology and other assigned areas; development and administration of departmental policies, procedures, and services. This class provides assistance to the City Manager in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, municipal functions and activities, including the role of an elected City Council and the Finance and Audit Committee, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering City goals and objectives within general policy guidelines.
Examples of typical job functions (illustrative only)
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. <ul style="list-style-type: none">• Formulates, recommends and administers policies and procedures governing the operation of the Administrative Services Department, which includes finance, human resources, and information technology.• Plans, develops and directs comprehensive long-term planning in the areas of finance, human resources, and information technology; participates in city-wide strategic planning.• Provides advice related to administrative services to department heads, City Manager, and City Council.• Plans, develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department; establishes appropriate budget, service, and staffing levels.• Oversees the development of city budget, including revenue forecasting, departmental budget reviews, recommendations to the City Manager, and workshops/presentations to the City Council.• Selects, trains, motivates, directs, and evaluates department personnel; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.• Interprets complex finance, human resources, and information technology rules, regulations, and ordinances; provides direction to management and staff on the interpretation and application of these.• Directs the maintenance of working and official departmental files.• Monitors changes in laws, regulations, and technology that may affect City or departmental operations; implements policy and procedural changes as required.• Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the City Manager.• Responds to difficult and sensitive public inquiries and complaints, assists with resolutions and alternatives.• Performs related duties and responsibilities as required.
Qualifications
Knowledge of <ul style="list-style-type: none">• Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.• Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.

- Principles and practices of municipal government administration.
- Principles and practices of governmental accounting and financial management.
- Principles and practices of municipal budgeting and financing techniques.
- Principles and practices governmental procurement and contracts management requirements.
- Principles and practices human resources management.
- Principles and practices information technology management
- Applicable Federal, State, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility.
- Research and reporting methods, techniques, and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- Effective oral and written communications.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to

- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Plan, organize and direct the work of a technical staff.
- Provide administrative and professional leadership and direction for the department and the City.
- Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local laws, rules, regulations, policies, and procedures, including finance, human resources, and information technology.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- 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 office equipment and computer applications related to the work.
- 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 positive and effective working relationships with those contacted in the course of work.

Education and experience

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

- Equivalent to graduation from an accredited four-year college or university with major coursework in business administration, finance, public administration, or a related field, and seven (7) years of management and/or administrative experience in municipal government, including at least three (3) years at a department head or assistant department head level.

Licenses and certifications

- Possession of a valid California driver license and a 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 City 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 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 drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to twenty-five (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.