

INTERNAL SERVICES MANAGER

Approved: February 2025

FLSA: Exempt

Unit: Unrepresented Management



Definition
Under general direction, manages complex administrative functions in support of department business operations, department initiatives, and budget, fiscal and organizational analyses. Manages projects, programs and studies that have an interdepartmental or citywide impact. Reviews programs and makes recommendations for improvement; plans, organizes, and manages the work of assigned staff; fosters cooperative working relationships across City departments and may act as a liaison with the media and various community, public and regulatory agencies; and performs related work as required.
Supervision received and exercised
Receives direction from the department director or from the department director's management-level designee. Exercises direct and general supervision over assigned staff.
Class characteristics
This is a management classification that oversees, directs and prioritizes the development and administration of designated programs and related activities of assigned departments. This classification is distinguished from the Business Manager classification in that the Internal Services Manager responsibilities involve a series of inter-related assignments in a functional area that represent more significant depth and complexity. Assignments typically include assistance with the development of the department's budget and processing, fiscal reporting, contract administration, systems management, and general office administration. Individuals assigned to the Internal Services Manager classification lead the administration and implementation of program activities to ensure that identified objectives are successfully met. Individuals assigned to this classification may supervise professional, technical, supervisory, and clerical staff and also direct and manage assigned programmatic and/or operational activities integral to the assigned department's responsibilities; participate in the formulation and implementation of administrative policies and procedures; and may serve as an advisor to the department director/management team on a variety of complex administrative services and related functions.
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">• Plans, coordinates, and directs internal services management including budget planning, procurement, records management, systems management, and general administrative services.• Performs a high level customer service by serving as the liaison for the assigned department, supporting a high level of collaboration with other department management and outside agencies.• Plans, organizes, assigns, supervises, and reviews the work of assigned staff responsible for performing and/or assisting in a variety of administrative, technical and clerical duties; trains staff in work procedures; evaluates employee performance, mentors and coaches employees, and recommends initial disciplinary action; assists in recruitment selection and promotion.• Manages activities of the work unit and prepares reports on assigned programs, projects, and activities; develops and monitors goals, objectives, policies, procedures, work standards, and administrative control systems.• Determines and recommends staffing needs for assigned activities, programs, and projects; prepares detailed cost estimates with appropriate justifications, as required; maintains a variety of records and prepares reports of work performance.• Prepares and develops, monitors, and/or oversees the administration of the operating and capital budgets; performs financial forecasting and planning; recommends revenue and expenditure adjustments; prepares budget reports for review by the department director; submits annual master fee updates and recommendations.• Oversees the administration and monitoring of approved budgets; manages the review of financial reports and the availability of funds, costs and expenditures, and account balances; ensures accurate appropriation of funds; reviews and recommends mid-year budget adjustments and appropriation.• Oversees department fiscal administration activities including accounts receivable and payable, payroll, purchasing, and contract administration; prepares, reviews, and approves invoices, check requisitions, and purchase orders; prepares expenditure summary reports and other financial reports as requested.• Establishes and maintains internal control procedures and ensures compliance with accounting standards.• Manages the development and reporting of grants and alternate funding sources; ensures compliance with federal, state, and funding agency and City accounting and reporting requirements and applicable laws, regulations, and professional accounting practices.

- Reviews and approves solicitation documents (e.g. Requests for Proposals, Requests for Quotes, and Construction Specifications) and contract/agreement administration; interprets, applies, and advises staff regarding City purchasing processes and policies.
- Coordinates with department management and budget staff; establishes timelines, tracks project requests, and reviews project descriptions and funding sources; participates in prioritizing projects, setting schedules, and identifying alternative funding sources; calculates and analyzes fund balances to forecast future projects; assists in preparing staff reports; coordinates publishing of final documents.
- Conducts assessments of new and existing programs and special projects; researches and analyzes operational, fiscal, and technical data and impact to determine feasibility, resolve problems, and increase efficiency.
- Authors administrative, management, operational, staff, and financial reports.
- Leads and participates in work groups and interdisciplinary committees and commissions to gather information for policy and decision-making and to advance and represent the priorities and interests of the department.
- Serves as a liaison and represents the department to the public and various regulatory agencies, community groups, and other agencies; analyzes, interprets, and explains departmental and programmatic policies and procedures to various stakeholders.
- Attends and participates in professional group meetings; stays abreast of new trends, technologies, and innovations in area(s) of assignment; researches emerging products and enhancements and their applicability to departmental needs.
- Monitors changes in federal, state, and local regulations, analyzes impact, and recommends and implements policy and procedural changes after approval.
- Receives, investigates, and responds to difficult and sensitive problems and inquiries in a professional manner; identifies and reports findings and takes necessary corrective action.
- Performs other duties as assigned.

Qualifications

Knowledge of

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, project management, budget development and administration, and contract administration.
- Advanced theories, principles, and practices of public and business administration as applied to assigned operations, programs and projects.
- Quality assurance and quality control principles and practices of within areas of expertise.
- Organizational and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
- Principles and techniques of program management including conducting analytical studies, evaluating alternatives, making sound recommendations, and preparing and presenting effective and technical reports.
- Recent and on-going developments, current literature, and sources of information related to assigned programs, projects, and services.
- Municipal government functions relating to finance and budgeting procedures.
- Business mathematics and statistical techniques.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- 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

- Plan, organize, schedule, assign, train, review, and evaluate the work of staff.
- Plan, develop, and oversee comprehensive department programs and services.
- Plan, organize, and carry out assignments from department director with minimal direction.
- Develop, implement, and manage large, complex, and multi-disciplinary programs and budgets in an independent and cooperative manner, evaluate alternatives, make sound recommendations, and prepare effective technical and administrative reports.

- Coordinate and oversee departmental administrative, budgeting, and fiscal reporting activities.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local policies, procedures, laws, and regulations.
- 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.
- Effectively represent the department and the City in meetings with the media, governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Operate modern office equipment including computer equipment and software programs.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster 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 or public administration or a related field.
- Five (5) years of increasingly responsible experience performing budget development, and/or administrative, operational, management, and/or financial analysis, including at least two (2) years management and/or supervisory experience. A Master's degree in a field as listed above may substitute for one (1) year of the required experience.

Licenses and certifications

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment may be required for certain assignments.

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 (if required of the assignment); vision to read printed materials and a computer screen; and hearing and speech to communicate in person 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 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.