

ADMINISTRATIVE SERVICES MANAGER

DEFINITION

Under administrative direction, plans, organizes and directs a comprehensive human resources management program which will assist City departments in attracting, retaining, training, developing, motivating and rewarding productive employees; administers the City's worker's compensation and safety management programs; manages the City's liability insurance program; administrates Risk Management; directs and manages the City's cable television program and the functions of the City Clerks' Office; develops and implements departmental policies and procedures; develops and administers the department budget; establishes and maintains liaison to City employees and the public; performs related work as assigned.

CLASS CHARACTERISTICS

This position reports to the City Manager and/or Director of Administrative Services and is responsible for the development and administration of programs designed to address primary areas of City service. The incumbent is expected to exercise independent judgment, wisdom, common sense, and initiative in establishing efficient and effective departmental operations consistent with City Council policies and administrative guidelines established by the City Manager. The incumbent may also function as a member of the City's management team and participate actively in addressing issues of concern to the City, which at times may not have a direct impact on their area of specialization.

ESSENTIAL FUNCTIONS

These functions may not be present in all positions in multiple position classes. When a position is to be filled, the essential functions will be noted in the announcement of position availability. The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the classification. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

Plans, directs, and coordinates the administration of the personnel program including recruitment, selection, classification, compensation, employee benefits, employee training and development, and grievance/discipline components; plans, directs, and coordinates the administration of worker's compensation programs.

Plans for short and long term goals and objectives for the Administrative Services Department and personnel management system; meets with department directors and others to develop and make recommendations on both short term and long term goals and objectives.

Develops and implements department goals and objectives, policies and procedures; evaluates program effectiveness and develops improvements as needed; directs in establishing priorities for the human resources, worker's compensation, safety, and liability insurance programs and the City's cable television and City Clerks' Office functions; develops and administers the department budget.

Administers the City's Risk Management functions. These duties are to administer the City's liability

insurance, workers' compensation insurance, and property insurance programs, as well as other duties and tasks as may be periodically assigned to the Risk Management Division.

Makes determinations and decisions in the most difficult problems or issues, or in those situations having an unusually significant effect upon human resources programs or on the relationships with City Council, operating departments, employee groups or the general public.

Administers contracts for department services; reviews City-wide contractual agreements and ensures that City contractual services are provided in accordance with contract provisions.

Advises and otherwise provides assistance to the City Manager, other City staff and the public regarding human resources, worker's compensation, liability, functions of the City Clerks' Office and cable television, directs the conduct of studies and preparation of reports regarding human resources, worker's compensation, liability, cable television and management issues.

Acts as advisor to the City Council and City Manager on labor relations matters, administrative and program decisions; assists in the formulation of labor negotiation policy; serves as the Chief Negotiator of the City Council in conducting negotiations with recognized employee representatives.

Conducts or directs the conduct of administrative studies of City departments as requested by the City Manager and prepares reports and recommendations

Represents the City, or delegates such authority, in relations with the community, local, state, and federal agencies, and professional organizations.

Selects department employees; plans, organizes, and assigns work; develops and establishes work methods and standards; conducts or directs staff training and development; reviews and evaluates employee performance; executes disciplinary action.

QUALIFICATIONS

Education and/or Experience

Any combination of formal and informal education and experience that would demonstrate the knowledge, skills and abilities as outlined above is qualifying. A typical way to obtain the knowledge and skills is: An Associate's degree from an accredited College or University in Human Resources, Business or Public Administration or a closely related field is required. A Bachelors' degree in business administration, public administration, personnel management or related field is preferred; supplemented by three (3) years of progressively responsible supervisory and management experience, including at least two (2) years performing personnel administration or employee relations in a governmental agency. Experience in an administrative capacity in the field of personnel administration, including the functions of recruitment and selection, salary and benefits administration, and employee relations.

Knowledge, Skills and Abilities

Extensive knowledge of principles and practices of personnel administration, management, and supervision; and public administration; Merit-based employment rules and regulations; labor laws and

their intent; discipline process, due process and just cause; affirmative action and equal employment opportunity laws; employment-related developments in the legislative and judicial area; principles and methods of position classification and wage and salary administration, training, employee relations, recruitment/selection and supervision. Skilled in the use of a personal computer and relevant software applications such as Microsoft Office Word, Excel, PowerPoint, and Outlook.

Ability to provide administrative and professional leadership and direction; develop and implement goals and objectives; perform as the City's chief labor negotiator; provide advice and counsel on grievances and disciplinary matters; plan and develop programs; evaluate and analyze existing programs and make recommendations; prepare clear, complete, accurate and logical written and oral reports; prepare budget documents and related reports as well as administrative documents and reports; make presentations; maintain effective working relationships with department management, employee organizations, elected and appointed City officials citizens, public and private organizations and businesses, commissions/committees, and City staff.

Special Requirements

Possession of or ability to obtain a Class C California driver's license and a satisfactory driving record.

PHYSICAL PROFILE: Category I; 4,7,12.