

ASSISTANT ADMINISTRATIVE SERVICES DIRECTOR

Approved: September 2023

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; exercises independent judgment and discretion in developing, implementing, and administering administrative, operational, fiscal, and personnel policies, programs, and operations; oversees complex programs, projects, and initiatives within assigned areas of responsibility, which may include financial management, budgeting, accounting, payroll, recruitment, classification and compensation, employee and labor relations, benefits administration, risk management, organizational development, workforce planning, information technology, or other administrative support areas; collaborates with other City departments to develop solutions, improve organizational effectiveness, and support operations; manages the effective use of assigned resources to improve organizational productivity, regulatory compliance, and customer service; provides complex and responsible support to the Administrative Services Director in areas of expertise; and performs related work as required.
Supervision received and exercised
Receives general direction from the Administrative Services Director. Exercises direct and general supervision over professional, technical and administrative staff.
Class characteristics
The Assistant Administrative Services Director oversees one or more assigned divisions, which may include finance, human resources, or information technology. This class provides support to the City's Administrative Services Director in a variety of administrative, coordinative, analytical, and liaison capacities, including department-wide planning, organizational development, service delivery, and implementation of City priorities, goals, and objectives. This classification exercises a high degree of independent judgement and discretion in developing and implementing programs, policies, procedures, and strategic initiatives. Responsibilities include managing assigned division operations; developing and administering budgets; overseeing contracts, Requests for Proposals, and consultant services; evaluating organizational effectiveness and recommending operational improvements; and ensuring compliance with applicable laws, regulations, and City policies. Successful performance of the work requires extensive experience in one of more areas of public administration, such as finance, human resources, or information technology, as well as the ability to build collaborative relationships, lead organizational change, and coordinate work with other City divisions, departments, and outside agencies. The incumbent should possess a broad understanding of public policy, municipal functions and activities, including the role of an elected City Council and advisory commissions, and the ability to develop, oversee, and implement projects and programs in a variety of areas. 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. Examples of duties: • Participates in the development and implementation of goals, objectives, policies, and priorities for the division; recommends appropriate service and staffing levels; recommends and administers policies and procedures. • Develops and standardizes procedures and methods to improve and continuously monitors the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and recommends to management. • Participates in the selection of, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; implements discipline and termination procedures. • Provides highly complex staff assistance to the Administrative Services Director; conducts a variety of organizational and operational studies, special projects, and investigations; prepares and presents staff reports and other necessary correspondence related to assigned activities and services; presents reports to various commissions, committees, and boards.

- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the assigned field; monitors changes in regulations that may affect business systems operations; 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.

Additional duties related to oversight of the Finance Division:

- Plans, manages, and oversees the daily functions, operations, and activities of the Finance Division; areas of responsibility include general accounting, budget, payroll, treasury, business license, tax and revenue collection, and financial reporting.
- Directs and participates in the development of the City-wide operating and capital budget; works with departments to provide data and support for their budget development; monitors departmental budget performance and makes recommendations for adjustments as needed; and conducts ongoing analysis of the City's financial condition, reporting to, and advising, executive management on fiscal matters.
- Directs the preparation of, and participates in developing fiscal reports including monthly, quarterly and annual reports as well as the City's Annual Comprehensive Financial Report (ACFR), ensuring adherence to mandated rules, regulations and professional standards.
- Prepare and update the five-year financial forecast and other long-term projections and plans.
- Develops and implements adopted finance and budget services strategic plans, policies, and standards.
- Establishes and maintains internal control procedures and ensures that state and national standard accounting procedures are maintained.
- Oversees the treasury function, including managing the City's investment portfolio, ensuring availability of City funds, and preparing investment reports with consultant assistance.
- Oversees the City's debt issuance and management policy.
- Oversees the development of consultant requests for proposals and qualifications for professional services; evaluates proposals and recommends project award; develops, negotiates, and reviews contract terms and amendments; ensures contractor compliance with City and department standards and specifications and time and budget estimates; analyzes and resolves complex problems that may arise.
- Performs other duties as assigned.

Additional duties related to oversight of the Human Resources Division:

- Plans, directs, and administers all Human Resources programs and functions including advising executive and management staff regarding sound human resources practices and techniques to effectively plan for and manage the City's workforce.
- Monitors and ensures the City's compliance with Federal, State, and local employment laws and regulations, and recommends best practices; and reviews and modifies policies and practices to maintain compliance.
- Maintains knowledge of HR trends, best practices, regulatory changes, and new technology in human resources, talent management, and employment law; and applies this knowledge to communicate changes in policy, practice, and resources to upper management.
- Develops, directs, and administers the City's classification and compensation systems including recommending the adoption or elimination of classifications, recommending salaries, conducting compensation and benefit surveys, and participating in the development of related strategies for labor negotiations.
- Directs and administers a comprehensive benefit program; administers contracts and plan documents and monitors the work of third party administrators.
- Consults with the Assistant City Manager, department and division heads, employee representatives and others on matters related to policy interpretation, discipline, grievances and other personnel practices and matters.
- Provides direction and guidance to external consultants and/or vendors engaged in studies and projects on behalf of the City; initiates and monitors the progress of special studies to be undertaken by internal staff.
- Manages consultants and contractors.
- Coordinates and administers the employee evaluation system; advises on performance issues and discipline; ensures timely review of personnel.
- Analyzes and oversees the reclassification process.
- Develops and administers the employee training and development and wellness programs.
- Participates in formal negotiations with the City's organized bargaining unit; acts as chief spokesperson as appropriate; researches and assists in costing proposals and provides information as required.
- Processes complaints and grievances; represents the City and supports Departments in appeals, hearings and other personnel matters.

- Oversees and coordinates the recruitment and selection process.
- Manages the City's workers compensation program, administers claims, conducts periodic claims reviews, and coordinates with the City's claims administrator and related legal counsel.
- Administers the City's safety program, leads the safety committee, coordinates safety training with Departments, and works with Departments to correct and eliminate identified safety hazards.
- Ensures compliance with OSHA regulations, and maintains appropriate records.
- Participates in risk assessments, works with the Finance Division to manage internal risk, and attends consortium meetings as appropriate.
- Works with the Finance Division to develop budget projections, and produce data required by Federal and State reporting agencies.
- Coordinates and administers the employee recognition program, longevity awards, annual Holiday luncheon, and other recognition programs; manages the development and distribution of employee newsletters.
- Prepares, administers and manages the Human Resources budget, forecast funds needed for staffing, equipment, services, materials and supplies; monitors and approves expenditures.
- Oversees the processing of personnel actions and the administration of personnel files.
- Performs other related duties as assigned.

Qualifications

Knowledge of

When performing all assignments:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation.
- Principles and practices of budget development and management.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Practices of researching issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.
- General principles of risk management related to the functions of the assigned area.
- Recent and ongoing developments, current literature, and sources of information related to assigned programs and services.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Modern office practices, methods, including computer equipment and specialized software programs relevant to work performed.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the City in contacts with governmental agencies and various business, professional, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- Techniques for problem solving.

Additional knowledge related to oversight of the Finance Division:

- Organization and management practices as applied to the development, analysis, and evaluation of financial services programs, policies, and operational needs.
- Principles and practices of general and municipal accounting, financial reporting, and budgeting.
- Financial analysis and revenue forecasting techniques.
- Audit techniques and internal financial control processes.

Additional knowledge related to oversight of the Human Resources Division:

- Principles, practices, and techniques of public human resources administration, including recruitment, selection, classification and compensation, employee benefits, workers' compensation, labor relations, risk management, and employee safety and training programs.
- Principles and practices of public sector collective bargaining.
- Human behavior and motivation.
- Effective techniques of interpersonal communication and relations.
- Conflict resolution and negotiation techniques.

Ability to

When performing all assignments:

- Recommend and implement goals, objectives, and practices for providing effective programs, projects, and services.
- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Interpret, apply, explain, and ensure compliance with 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.
- Operate modern office equipment including computer equipment and specialized software programs relevant to work performed.
- 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.
- Maintain and exhibit discretion and integrity when handling confidential information.

Additional abilities related to oversight of the Finance Division:

- Organize, manage, implement, and maintain efficient and effective fiscal and budget programs to ensure the reliability and integrity of the City's financial standing.
- Manage and monitor the City's budget process and obligations.
- Undertake complex financial and accounting analyses, studies and projects.
- Prepare clear, comprehensive and concise accounting, financial and statistical reports.

Additional abilities related to oversight of the Human Resources Division:

- Plan, organize, and direct municipal personnel programs and activities.
- Represent the City and negotiate with represented labor groups.
- Deal constructively with conflict and facilitate resolution of disputes

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:

If overseeing the Finance Division:

- Equivalent to graduation from an accredited four-year college or university with major coursework in accounting, finance, public administration, business administration or a related field and six (6) years of progressively responsible experience in municipal finance, including three (3) years of lead or supervisory experience. A Master's in Finance/Accounting is desirable.
- Additional qualifying experience can substitute on a year-for-year basis for up to two (2) years of education.
- Designation as a Certified Public Accountant (CPA) or Certified Municipal Finance Officer (CMFO) is desirable.

If overseeing the Human Resources Division:

- Equivalent to graduation from an accredited four-year college or university with major coursework in human resources management, industrial relations, public administration, business administration, or a related field and six (6) years of progressively responsible experience in human resources management, including three (3) years of lead or supervisory experience.
- Additional qualifying experience can substitute on a year-for-year basis for up to two (2) years of education.

Licenses and certifications

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

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 sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently 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 frequently bend, stoop, kneel, and reach to perform assigned duties, as well as 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 with the use of proper equipment.

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.