

## ADMINISTRATIVE SERVICES DIRECTOR

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Under general administrative direction of the City Manager, plans, directs, manages, and oversees the activities and operations of the Human Resources Department, and other departments or divisions, as assigned; coordinates assigned activities with other departments and outside agencies; and provides highly responsible and complex administrative support to the City Manager.

### **REPRESENTATIVE 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.*

1. Assume full management responsibility for assigned functions, services, and activities of the City.
2. Manage the development and implementation of goals, objectives, and priorities for each assigned service area; recommend and administer policies and procedures.
3. Establish appropriate departmental service and staffing levels; monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; allocate resources accordingly.
4. Participate in the preparation, coordination, and presentation of the City's annual budget, capital improvement budget, and internal fiscal control measures; participate in the development and presentation of financial forecasts and historical information.
5. Assess and monitor work load, administrative and support systems, and internal reporting relationships for assigned areas of responsibility; identify opportunities for improvement; direct and implement changes.
6. Assist the City Manager with administrative responsibilities, as assigned; prepare and present staff reports and other necessary correspondence.
7. Plan, direct, coordinate, and implement, through subordinate level staff, work plans for assigned departments; assign projects and programmatic areas of responsibility; review and evaluate work methods and procedures; meet with key City staff to identify and resolve problems.
8. Select, train, motivate, and evaluate assigned personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
9. Oversee and participate in the development and administration of assigned department budgets; approve the forecast of funds needed for staffing, equipment, materials, and supplies; approve expenditures and implement budgetary adjustments as appropriate and necessary.
10. Manage all Human Resources Department services and activities including classification and compensation administration, recruitment, selection and placement, training and development, labor relations and contract negotiations, employee relations, collective bargaining agreement administration, Human Resources records, workers compensation, and benefits administration.

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11. Serve as the City's Risk Manager; oversee administration of the workers' compensation program; work with the City Attorney and other staff on liability claims administration; represent the City on the Board of Directors for Municipal Pooling Authority.
12. Provide oversight of the City's process management functions, including citywide contract management and adherence to City procedures and policies.
13. Conduct special studies and analyses on difficult operational and administrative issues for the City Manager; conduct organization and management reviews; formulate recommendations and prepare reports.
14. Participate in the development of City goals, objectives, polices, and priorities; incorporate community input into goals and objectives for the City Manager's and City Council's approval; develop new polices in consultation with the City Manager; confer with Department Directors and employees regarding significant policy and procedural changes.
15. Direct, coordinate and participate in labor relations; perform various duties associated with labor negotiations, contract administration and handling of grievances.
16. Provide support and guidance to management staff and employees in all assigned areas; in Human Resources this includes performance evaluations, discipline, grievance procedures, interpretation of policies, procedures, rules, MOUs, and related matters.
17. Administer the City's classification and compensation systems and plans; perform job audits and analyses; prepare and revise class specifications; conduct salary and fringe benefit surveys; analyze data; recommend adjustments as appropriate.
18. Manage, direct and coordinate the disciplinary process; advise managers on disciplinary actions and advise on the discipline investigation process.
19. Represent the City's interests and positions before legislative and rule-making authorities at all levels of government; recommend policies and procedures.
20. Review and analyze legislation for impact on the City; work with legislators to develop or influence legislation; recommend revisions to proposed legislation.
21. Monitor for compliance with City policies, contracts, rules and ordinances, we well as applicable Federal and State statutes.
22. Supervise the preparation, proper filing and completion of worker's compensation claims; monitor and advise departments regarding temporary transitional work assignments/return to work policies and procedures.
23. Explain, justify, and defend department programs, policies, and activities; negotiate and resolve sensitive and controversial issues.
24. Attend and participate in professional group meetings; maintain awareness of new trends and developments in the field of Human Resources administration, employee relations, and other assigned areas; incorporate new developments as appropriate.
25. Respond to and resolve difficult and sensitive citizen inquiries and complaints.
26. Perform related duties as required.

## **QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

### **Knowledge of:**

- Advanced principles and practices of public administration, including the organization, functions, and problems of municipal government.
- Government, council, and legislative processes.
- Operations, services, and activities of a comprehensive public sector Human Resources management program.
- Advanced principles and practices of public sector Human Resources administration including recruitment, selection, classification, compensation, benefits administration and employee relations.
- Methods and techniques of recruiting, interviewing and selecting qualified applicants for employment.
- Principles and practices of wage and salary benefit administration; job analysis; labor negotiations; and conducting employee investigations.
- Principles and practices of municipal budget preparation and administration.
- Advanced methods of report preparation and presentation.
- Principles and practices of program development and administration.
- Advanced principles and practices of organization, management, supervision, training, and performance evaluation.
- Principles and practices of strategic planning.
- Principles of effective public relations and interrelationships with community groups and agencies, private businesses and firms, and other levels of government.
- Methods and techniques of research, statistical analysis, and report presentations.
- English usage, spelling, grammar, punctuation at an advanced level.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Pertinent federal, state, and local laws, codes, and regulations.

### **Ability to:**

- Provide effective leadership and coordinate the activities of assigned municipal organization.
- Develop and administer City-wide and departmental goals, objectives, and procedures.
- Analyze and define problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Manage and direct a comprehensive public sector Human Resources management program.
- Analyze and assess programs, policies, and operational needs and make appropriate adjustments.
- Identify and respond to sensitive community and organizational issues, concerns, and needs.
- Plan, organize, direct, and coordinate the work of lower level staff; delegate authority and responsibility; select, supervise, train, and evaluate staff.
- Analyze problems, identify and evaluate alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Research, analyze, and evaluate new service delivery methods and techniques.
- Oversee and participate in classification and compensation functions and apply classification and compensation principles to the organization and staffing of the agency.
- Develop and implement an efficient employee recruitment, selection and retention program.
- Review and resolve employee grievances in accordance with labor agreements.

- Administer contract services.
- Negotiate and resolve complex issues.
- Make effective public presentations.
- Participate effectively in labor negotiations.
- Interpret City personnel programs and policies to employees and the public.
- Prepare clear and concise administrative and financial reports.
- Prepare and administer large and complex budgets.
- Interpret and apply applicable federal, state, and local policies, laws, and regulations.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

### **Education and Experience Guidelines**

#### **Education/Training:**

Bachelor's degree from an accredited college or university with major course work in public or business administration, Human Resources management or a related field.

#### **Experience:**

Six years of increasingly responsible experience in public sector Administration or Human Resources, including three years of supervisory/management experience.

### **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office setting, with some travel to different sites; incumbents may be required to work extended hours including evenings and weekends, and may be required to travel outside City boundaries to attend meetings.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

FLSA: Exempt

Created: April 2014

This class specification identifies the essential functions typically assigned to positions in this class. Other duties not described may be assigned to employees in order to meet changing business needs or staffing levels but will be reasonably related to an employee's position and qualifications. Other duties outside of an individual's skill level may also be assigned on a short term basis in order to provide job enrichment opportunities or to address emergency situations.