



CLASSIFICATION SPECIFICATION ADMINISTRATIVE SERVICES MANAGER

Status: At-Will
FLSA Status: Exempt

Santa Ana Watershed Project Authority
Effective Date: July 2021
Revision Dates:

DEFINITION:

The Administrative Services Manager is part of SAWPA's leadership team and manages, organizes, and directs the operations and activities of the Administrative Services Department, including: policy administration; administrative support; support for SAWPA's member agencies; human resources; contracts; special projects, and communications and public information. The Administrative Services Manager: coordinates administrative support for SAWPA departments; provides administrative support to the SAWPA Commission and Project Authority Committees; provides professional assistance to the General Manager; and fosters cooperative working relationships among SAWPA departments, SAWPA's Member Agencies, and stakeholders.

SUPERVISION RECEIVED AND EXERCISED:

The Administrative Services Manager reports to the General Manager and receives direction from the General Manager in the management of SAWPA administrative programs and special projects. The work includes independent decision making consistent with applicable regulations, SAWPA policies and procedures, and direction from the General Manager. Exercises direct supervision over administrative services staff.

CLASS CHARACTERISTICS:

This is a single position department manager classification that oversees and directs the activities of the Administrative Services Department, including the planning, development and administration of departmental policies, procedures, and services. Manages administrative needs, human resources, communications. Administrative areas include supporting programs and activities related to the SAWPA Commission. Provides professional assistance to the General Manager in a variety of administrative, coordinative, and analytical capacities. Performance of the work requires knowledge of administrative policy, public agency governance, public records, public information and communication, contracts, human resources, and budgeting, including the ability to develop, oversee and implement administrative and related programs and policies. Responsibilities include coordinating department activities with those of other SAWPA departments and outside agencies, as well as managing and overseeing department functions.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:

- Assume management responsibility for all Administrative Services Department programs, services, and activities, including Commission (including managing the Clerk of the Board support) and General Manager professional support, administrative services, human resources, contracts, and public information and communication.
- Select, train, motivate and department personal; evaluate and review work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; work with employees on performance issues; recommend appropriate corrective/disciplinary action to address performance deficiencies; respond to staff questions and concerns.

- Develop and coordinate procedures for effective employee recruitment, selection, and hiring to assure compliance with SAWPA policies and state and federal laws.
- Develop, direct and coordinate implementation of goals, objectives, policies, procedures, and work standards for the department; within agency policy establish appropriate budget and service levels.
- Manage and participate in the development and administration of departmental budget; forecast funding needs for staffing, equipment, materials, and supplies.
- Manage SAWPA's compliance with the Brown Act, Public Records Act, Political Reform Act, and human resources; recommend and implement policy and procedural changes as required.
- Manages activities related to human resources. Coordinates compensation, benefits and classification reviews, including research and recommendations relating to employee benefits.
- Manage and coordinate a variety administrative projects and activities, including activities that supports the following departments: Engineering (including the Inland Empire Brine Line and pretreatment activities), Planning (including OWOW, Task Forces, and Roundtables), Finance, and IT.
- Manage and coordinates Commission and Project Authority Committee agenda preparation process and compliance.
- Manages SAWPA's public information and communication activities.
- Compose correspondence, memoranda, reports, and other documentation related to duties and responsibilities.
- Perform a range of special projects, organizational projects, and on-going projects at the direction of the General Manager involving technical, regulatory, and legislative analysis and evaluation, determine priorities and estimate personnel, resources and time required for programs, project completion and implementation.
- Oversee records management for the agency; direct and manage staff to coordinate requests, complaints and inquiries sent to the agency, including processing and tracking of requests.
- At the direction of the General Manager, receive, investigate, and respond to sensitive topics and issues in a professional manner; identify and report findings and take necessary action as directed by the General Manager.
- Serves as agency's Filing Officer for Conflict of Interest Forms (Form 700); update agency Conflict of Interest Code as necessary.
- Oversee aspects of facilities management.

OTHER JOB RELATED DUTIES:

- Perform related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of:

- Administrative principles and practices, including goal setting, program and project development, implementation and evaluation, and supervision of staff.
- Principles, practices, and techniques of administrative services as they relate to the agency.
- Principles, practices, and techniques of human resource administration.
- Public agency budget development, contract administration, administrative practices, and general principles of human resources related to the functions of the assigned area.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles and practices of public administration.
- Principles of communications and public outreach.

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Applicable Federal, State, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned areas of responsibility.
- Methods and techniques for the development of presentations, contract negotiations and management, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Principles and procedures of public meetings, human resources, records management, contracts and public affairs.
- Office practices, methods, and computer equipment and applications related to assigned areas.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Effectively represent the agency in contacts with governmental agencies, community groups, and various business, professional, educational, and related organizations.

Skills and Abilities:

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
- Provide administrative and professional leadership and direction for the department and the agency.
- Prepare and administer budgets; allocate limited resources in a cost-effective manner.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of administrative personnel; delegate authority and responsibility as and when warranted.
- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Evaluate administrative program options and alternatives, make sound recommendations, and prepare effective reports.
- Effectively represent the department and the agency in meetings with individuals, governmental agencies, and various businesses, professional, and regulatory organizations when assigned.
- Evaluate, establish, and maintain a variety of filing, records management, and tracking systems.
- 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 including computer equipment and specialized software applications programs.
- Effectively communicate clearly and concisely, both orally and in writing.
- Use initiative, prudence, and independent judgment within general policy, procedural, and regulatory and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Manage the efforts of vendors and contractors.

EXPERIENCE, EDUCATION AND TRAINING GUIDELINES:

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

- **Experience:** Five (5) years of increasingly responsible experience in public administration and office management, including three (3) years of administrative and supervisory responsibility.
- **Training/Education:** Bachelor's degree from an accredited college or university or equivalent experience. Emphasis on business administration, public administration, human resources, communications, or a related field.
- **License/Certifications:**
 - A valid California Class C driver's license (maintain while employed; acceptable driving record).
 - Possession or ability to obtain SHRM-CP/SHRM-SCP or HRCI PHR/PHRca/SPHR

SPECIAL NOTES:

- **Working Conditions:**
 - Office Environment: 90% or more work time spent inside an office building; exposure to computer screens; exposure to wireless and cordless devices.
 - Exposure to sun: 10% or less work time may be spent outside a building and exposed to the sun.
 - Irregular or extended work hours: An alternate work schedule is maintained; occasionally required to change working hours or work longer hours.
 - Environmental Elements: Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to potentially hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing agency/departmental procedures and procedures.
 - Required Travel: Local travel required.
- **Mental Demands:** While performing the duties of this class, an employee uses written and oral communication skills; reads and interprets information and documents; analyzes and solves problems; uses math and mathematical reasoning; observes and interprets people and situations; learns and applies new information and skills; performs detailed work; deals with changing deadlines, and multiple concurrent tasks; works in conditions that at times can be a high stress, pressure-filled environment; and interacts with others encountered in the course of work.
- **Essential Physical Characteristics:** *The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable an individual with a qualified disability to perform the essential functions of a job, on a case-by-case basis.*
 - Continuous: upward, downward and sideways flexing of the neck; hearing and vision within normal ranges with or without correction.
 - Frequent: sitting, rising from and lowering to a seated position, repetitive use of hands to operate computers, peripherals, printers, phones, and copiers; finger/hand coordination and dexterity to operate and adjust office equipment.
 - Occasional: walking, standing, bending and twisting of the waist, bending and twisting of the neck, squatting, simple grasping, reaching above and below shoulder level, lifting and carrying files and binders up to 10 pounds, and lifting and carrying boxes up to 25 pounds.
- **Conduct Standard:** Interact with SAWPA Commissioners, Member Agency staff, management and other staff, and the public in a positive, cooperative, and supportive manner. Maintain the highest standards regarding diversity and inclusion.