

CLASS SPECIFICATION
Administrative Services Director

GENERAL PURPOSE

Under policy direction, plans, organizes and directs the activities and programs of the Administrative Services department in providing comprehensive City-wide animal services, media and communications, risk management, technology services and volunteer/disaster services programs and services; provides expert professional assistance and guidance to the City Manager, Assistant City Manager and the City Council on strategy, policy and operational issues involving areas of assigned responsibility and other City-wide policy issues; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This single position class is responsible for managing, directing and integrating the functions, programs and activities of the divisions that comprise the Administrative Services department which provide broad, comprehensive City-wide animal services, media and communications, information technology, risk management and volunteer/disaster services. The incumbent provides strategic leadership to the City Manager, Assistant City Manager, City Council and department directors in the development of short- and long-term financial and administrative strategies and plans to meet service delivery objectives while making optimal utilization of the City's financial resources. The incumbent also provides strategic leadership in the development and implementation of policies and procedures, systems and processes for the delivery of centralized corporate services. The incumbent works closely with the community and business sector to form successful public/private partnerships. Responsibilities are broad in scope and involve highly sensitive and publicly visible projects that require a high degree of policy, program and management discretion. Results are evaluated in terms of overall effectiveness.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Plans, organizes, controls, manages and evaluates the work of the Administrative Services department; with subordinate managers and supervisors, participates in establishing operational plans and initiatives to meet department goals and objectives; implements departmental plans, work programs, processes, procedures and policies required to achieve overall department performance results; coordinates and integrates department functions and responsibilities to achieve optimal efficiency and effectiveness; participates in developing and monitoring performance against the annual departmental budget.
2. Participates with other directors and managers in establishing strategic plans for the City; sets overall management and policy goals and objectives for the Administrative Services department; coordinates department program and policy issues with managers and subordinate staff and other departments on a City-wide basis.

3. Plans and evaluates the performance of managers, supervisors and staff; establishes performance requirements and personal development targets; monitors performance and provides coaching for performance improvement and development; provides or recommends compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the City's human resources policies and procedures and labor contract provisions.
4. Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment which supports achieving City objectives and service expectations; provides leadership and participates in programs and activities that promote a positive employee relations environment.
5. Develops and directs the implementation of goals, objectives, policies and standards for the Administrative Services department; provides professional assistance to City management on animal services, media and communications, information technology and volunteer/disaster services program support and related matters; assists subordinate and other departments in solving a broad range of internal management, information technology, operational support and administrative problems and issues; directs the preparation of budgets for all City investments in computer hardware and software and for computer training courses; approves the purchase of all major standard hardware and software items.
6. Develops and reviews reports of findings, alternatives and recommendations involving a broad range of animal services, media and communications, information technology and volunteer/disaster services issues; makes presentations to City management and others on applicable department projects, operations and services; monitors developments related to areas of assigned responsibility and evaluates their impact on City operations and programs; recommends policy and procedural improvements.
7. Evaluates the need for and utility of City-wide policies and procedures; conducts or directs the completion of research and the development of recommendations regarding proposed policies and procedures; directs and oversees the development and delivery of centralized administrative support systems, protocols, schedules and programs; confers with public and civic groups to resolve complaints, provide response to requests for information and interpret City policies.
8. Directs and manages the City's Technology Services programs and services; with departmental managers and staff, evaluates uses of emerging technology to meet long-term City business and operating strategies; directs the delivery of internal consulting services on technology issues; works with City executives and managers to evaluate information and technology requirements; works with executives to prioritize new systems and technology requests; recommends approaches and action plans that will produce maximum return on City technology investments; with staff, develops and recommends long range technology direction and strategies; establishes hardware and software standards for general use.
9. Represents the City in meetings with the media on a broad range of City issues; represents the City in relationships with other governmental agencies, business, professional organizations and community organizations; participates in major development project teams; represents the City in addressing major contract negotiation issues.

OTHER DUTIES

1. Acts as the Assistant City Manager in that individual's absence.
2. Reviews facilities projects in conjunction with Parks & Recreation Director.
3. Assists as needed on special assignments and projects dealing with management and administrative service issues.

QUALIFICATIONS

Knowledge of:

1. Theory, principles, practices and techniques of public administration, including budgeting and financial management and planning, purchasing, contract administration, technology, operations management, maintenance of public records and other general administrative support services and communications.
2. Federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility.
3. City operations and functions and associated management, financing, budgeting, intergovernmental relations and administrative service issues.
4. Research methods and statistical and financial analysis techniques.
5. Principles, practices, tools and techniques of project management.
6. Organization, functions, legal requirements, operations, rules and policies of the City Council.
7. Principles and practices of sound business communications.
8. Principles and practices of effective management and supervision.
9. City human resources policies and labor contract provisions.

Ability to:

1. Plan, direct, manage and integrate a broad program of centralized administrative services, including animal services, media and communications, technology services and volunteer/disaster service.
2. Define complex management, finance, budget and administrative issues, perform difficult and complex analyses and research, evaluate alternatives and develop sound conclusions and recommendations.
3. Understand, interpret, explain and apply City, state, and federal policy, law, regulation and court decisions applicable to areas of responsibility.
4. Analyze, interpret and explain proposed legislation and programs in terms of their implications and impacts on City programs, operations and sources of revenue.

5. Present proposals and recommendations clearly, logically and persuasively in public meetings.
6. Represent the City effectively in negotiations and other dealings on a variety of difficult, complex, sensitive and confidential issues.
7. Prepare clear, concise and comprehensive statements, correspondence, reports, studies and other written materials appropriate to diverse technical and non-technical audiences.
8. Exercise sound, expert independent judgment within general policy guidelines.
9. Exercise seasoned management and political acumen, tact and diplomacy in dealing with complex, sensitive and confidential issues regarding which there are multiple and conflicting agendas and positions.
10. Establish and maintain highly effective working relationships with the Mayor, City Manager, Assistant City Manager, City Council members, department directors, managers, elected and appointed officials of other governmental agencies, employees, business and community leaders, the media, residents, the public and others encountered in the course of work.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a college or university with a major in public or business administration or a closely related field; and at least ten years of progressively responsible experience in development, integration and administration of complex management and/or administrative functions, at least five of which were in a management capacity; or an equivalent combination of training and experience. Experience in a governmental setting is preferred.

Licenses; Certificates; Special Requirements:

A valid California driver's license and the ability to maintain insurability under the City's vehicle insurance policy.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve complex problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with Mayor, City Manager, Assistant City Manager, City Council members, department directors, managers, elected and appointed officials of other governmental agencies, employees, business and community leaders, the media, residents, the public and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is usually quiet.