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# **Mt. View Sanitary District**

## **Policies and Procedures Manual**

**POLICY TITLE: Administrative Services Manager**

**POLICY NUMBER: 2325**

**ADOPTION: OCTOBER 2018**

**FLSA: EXEMPT**

### **ADMINISTRATIVE SERVICES MANAGER**

#### **DEFINITION**

Under general direction, plans, organizes, provides direction and oversight to and personally performs professional level work in support of all District financial and administrative activities, including human resources; lead the District finances and annual budgeting processes, manage the budget implementation and advise the General Manager on all financial matters of the District; accounting and financial transactions, preparation of monthly financial reports, reconciliation of accounts; exercises functional supervision of accounting, human resources support and clerical administrative staff; performs confidential, complex, and technical support to the District Manager; assumes responsibility for a variety of programs, projects and special assignments; provides assistance to District management staff in areas of expertise; and performs other duties as assigned.

#### **SUPERVISION RECEIVED AND EXERCISED**

Administrative direction is given by the District Manager. Direct and general supervision is provided to office accounting, clerical administrative support staff and Board Secretary.

#### **CLASS CHARACTERISTICS**

This single-position class oversees, directs, and participates in all District administrative, fiscal, and human resources policy development and interpretation and provides direct support to the District Manager on District-wide issues. Responsibilities require the frequent use of tact, discretion, and independent judgment as well as knowledge of departmental and District activities. The work also requires the interpretation and application of policies, procedures, regulations, and frequent contact with the public. This class is distinguished from other office administrative classes in that the nature, scope, and diversity of responsibilities at this level require a broader understanding of District functions and the capability of relieving the District Manager of day-to-day office administrative and coordinative duties.

Adopted: 10/11/2018

**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.*

- Assumes full management responsibility for all programs, services, and activities of administrative office support and Board services functions, including finance, accounting, human resources, public records, support services, and special projects.
- Functions as the District Financial Officer; manages and participates in all activities related to the District's accounting function, including the accounting system, accounts payable, accounts receivable, processing and issuance of checks and warrants, and cash receipts.
- Maintains and reconciles a variety of ledgers, reports, and accounting records; examines accounting transactions to ensure accuracy; approves journal vouchers to post transactions to accounting records; performs month-end, fiscal year-end, and calendar year-end accounting system processing.
- Prepares and analyzes a variety of complex financial reports, statements, and schedules; prepares new-year, mid-year, year-end and special reports, including the State Controller's Report and Comprehensive Annual Financial Report (CAFR).
- Prepares, calculates, and analyzes a variety of financial reports and data in the preparation of the annual operating and Capital Improvement Program budgets.
- Coordinates and administers the annual audit; functions as the liaison between District and the external audit firm.
- Develops and manages an administrative services work plan to provide continual improvement of processes, automation, document management, methods of improved customer service and other administrative aspects of the District's strategic vision to promote efficiencies and effective operations.
- Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with agency standards, including priorities and performance evaluations; provides or coordinates staff training; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
- Oversees the maintenance and operation of office systems, including purchase of supplies and equipment.
- Directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Contributes to the overall quality of service by developing, reviewing and implementing policies and procedures to meet legal requirements and District needs.
- Coordinates activities of staff and the department with outside agencies.
- Supervises administrative staff in providing a variety of support to the District Board and committees; preparation and distribution of Board agenda packets, the preparation of resolutions and ordinances and attendance of meetings and preparation of official minutes.
- Ensures the recording of Board orders, preparation and ordering of legal notices for publication, notification to the public of Board actions as appropriate, and furnishing copies of Board minutes to all appropriate parties.
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- Assists in the development and implementation of recruitment, testing and selection processes to ensure that vacancies are filled in a timely manner from a group of well-qualified candidates; prepares recruitment information and strategies; develops or obtains selection devices; provides for candidate notification and certifies eligibility lists; ensures equal employment opportunity for all candidates.
- Administers District benefit plans; directs the orientation and enrollment of employees; acts as liaison with benefit carriers to address claims or issues; reviews and coordinates payment of employee insurance premiums; and oversees the processing of claims.

- Serves as the District’s risk manager in matters relating to worker’s compensation, liability and property damage claims; ensures that safety issues and concerns of employees and the public are addressed.
- Coordinates and administers the workers’ compensation program; manages workers’ compensation claims and follows appropriate rules and procedures.
- Coordinates Board of Directors and Risk Management activities with District Legal Counsel.
- Conducts or directs the conduct of various research studies, analyzes results, evaluates alternatives, makes recommendations and prepares narrative and statistical reports.
- Prepares and directs the preparation of a variety of written correspondence, reports, procedures, ordinances and other written materials.
- Maintains a variety of working and official personnel files; ensures the confidentiality of such files.
- Monitors changes in laws, regulations and technology that may affect the financial and human resources functions; implements policy and procedural changes as required.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of public agency finance, including investment, treasury, general and governmental fund enterprise accounting, auditing, debt funding, payroll, project cost accounting and reporting functions.
- Principles and practices of purchasing and contracts as applicable to a public agency.
- Principles and practices of public agency budget development, administration, and accountability.
- Basic principles and practices of public agency human resources and benefits administration.
- Administrative principles and practices, including goal setting, program development and supervision of staff.
- Applicable Federal, State, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility, including GASB.
- Computer applications related to the work, including word processing, spreadsheet and data base applications.
- English usage, spelling, grammar, punctuation and composition.
- Business letter writing and the standard format for reports and correspondence.
- Record-keeping principles and procedures.
- Business arithmetic and basic statistical techniques.
- Safety related practices related to the office environment.

### **Ability to:**

- 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 to the department and the District.
- Prepare and administer budgets; allocate limited resources in a cost effective manner.
- Analyze complex accounting and financial information; present alternatives and recommendations; think strategically and address both significant details and larger overall program goals.
- Prepare clear and accurate financial statements and reports; analyze financial and budgetary data.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local laws, rules, regulations, and procedures.
- Plan, organize, direct, and coordinate the work of technical, and administrative personnel; delegate authority and responsibility.
- Provide a high level of customer service to the public and District staff, in person and over the telephone.

- Ensure that administrative staff provides a high degree of customer service to both internal and external customers.
- Select, train, motivate, and evaluate the work of staff.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Oversee and coordinate maintenance of the official records of the District.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Effectively and efficiently organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work and meet critical time deadlines.
- Operate office equipment and computer applications related to the work.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**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:*

Possession of a Bachelor's Degree from an accredited college or university with major coursework in accounting, finance, business, public administration or closely related field and three years of increasing responsibility in agency fund accounting with office administration experience including one year of supervisory experience. Experience in dealing with the public and working in a public agency setting is highly desirable.

**Licenses and Certifications:**

- Must possess and maintain a valid Class C California driver's license. Must continue to meet all of the provisions of the District to be insured with the terms and conditions of the District's insurance program as condition of employment.

**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 District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be 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 occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift boxes with papers, files, folders or chairs and move other office furniture or equipment weighting up to 25 pounds.

**ENVIRONMENTAL ELEMENTS**

Employee works in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employee may interact with upset staff and/or public and private representatives in interpreting and enforcing policies and procedures.