

## ADMINISTRATIVE SERVICES DIRECTOR

### DEFINITION

Under administrative direction, plans, organizes, coordinates and directs the programs and activities of the City's Management Services Department, which includes emergency management administration, customer services, human resources, labor relations, purchasing, risk management and other administrative support functions; provides expert professional assistance to City management staff in areas of expertise; performs related work as assigned.

### CLASS CHARACTERISTICS

This class has department level responsibility for directing the activities of the Administrative Services Department. In addition to overseeing the emergency management administration, customer services, human resources, labor relations, purchasing, risk management functions, responsibilities include: managing the City's labor relations program, participating as a lead negotiator, and coordinating the varied functions of the department with management staff, other City departments and governmental agencies. The incumbent is responsible for accomplishing departmental strategic planning to include goals and objectives, supervising staff and administering an annual budget. Assignments allow for a high degree of administrative independence in their execution. Leads key city-wide initiatives and programs as directed by the City Manager.

### EXAMPLES OF DUTIES

#### Essential:

- Develops and directs the implementation of goals, objectives, policies, procedures and work standards for the Management Services Department; prepares and administers the department's strategic plan and fiscal budget; directs the development of management systems, procedures and standards for program evaluation.
- Directs the emergency management administration, customer services, human resources, , labor relations, purchasing, and risk management programs; directs, coordinates and monitors activities of these programs to maximize services to the City.
- Act as chair of city risk management committee
- Directs, plans, and administers labor relations negotiations and contract administration for the City; negotiates labor contracts with various bargaining units; coordinates and works with management staff on the development and application of labor relations practices.
- Coordinates the preparation of a wide variety of reports, surveys, or presentations for City management and/or outside agencies.
- Plans, organizes, assigns, directs, reviews and evaluates the work of staff directly or through subordinate management personnel; selects personnel and provides for their training and professional development.
- Leads key city-wide initiatives and programs as directed by the City Manager.
- Assists in the development and coordination of City-wide strategic planning to include the implementation of goals, objectives, policies, procedures and work standards.
- Coordinates shared services activities with other local and state agencies

Important:

- Acts for the City Manager on a relief basis or as designated.

QUALIFICATIONS

Knowledge of:

- Principles and practices of labor relations including negotiations, collective bargaining procedures, contract administration and evaluation, arbitration, and mediation
- Principles and practices of risk management and insurance evaluation
- Principles and practices of personnel administration
- Principles, practices and program areas related to municipal activities and functions- Administrative principles and methods, including goal setting, program development and implementation and employee supervision
- Applicable federal, state and local laws, codes and regulations, legal guidelines and standards pertaining to fair labor practices, employment and other delegated program areas
- Principles and practices of budget development and administration including funding sources impacting program and service development
- Social, political and environmental issues influencing program administration
- Computer applications related to the work

Skill in:

- Planning, organizing, administering and coordinating a variety of City services and programs
- Developing, overseeing and participating in the management of a comprehensive labor relations program
- Effectively representing management and City staff in labor negotiations
- Developing and implementing goals, objectives, policies, procedures, work standards and internal controls
- Selecting, motivating and evaluating staff and providing for their training and professional development
- Analyzing complex technical and administrative problems, evaluating alternative solutions and adopting effective courses of action
- Preparing clear and concise reports, correspondence and other written materials
- Exercising sound independent judgment within general policy guidelines
- Establishing and maintaining cooperative working relationships with a variety of citizens, public and private organizations, boards and commissions, and City staff

Physical Demands:

Duties require sufficient mobility to work in a typical office setting and use standard office equipment (including a computer), vision to read printed materials and a computer screen, and hearing and speech to communicate in person or over the telephone.

Some accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Working Conditions:

Must pass a detailed background investigation.

Education and Experience:

A typical way of gaining the knowledge and skills outlined above is:

Equivalent to graduation from a four year college or university with major coursework in business or public administration or a closely related field and seven to ten years of progressive management experience in public management, labor relations, human resources, or risk management. Experience in conducting labor negotiations, preferably in a public agency, and/or a master' s degree in a related field is desirable.

Other Requirements:

This class description lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.