

CITY OF HALF MOON BAY

ADMINISTRATIVE SERVICES MANAGER

DEFINITION

Under general direction, the Administrative Services Manager assists in performing the managerial and administrative functions necessary for the excellent operation of the City; supervises the City administrative support team; and performs related work as required.

Human Resources: As delegated by the City Manager as the Personnel Officer for the City, plans, administers and implements a broad range of human resources program activities, which include labor relations and negotiations, workers' compensation, risk management, safety program, classification and analysis, salary and benefits administration, training and development, grievances, administrative investigations, policy development and implementation, and maintenance of personnel records.

Information Technologies: The classification serves as a department head and is responsible for all elements of the City's information technology program, and supervises and has oversight of all technology staff. It is distinguished from the next lower-level manager classification in that the manager is focused on computer operations, and day-to-day staff supervision.

SUPERVISION RECEIVED/EXERCISED

The Administrative Services Manager receives general direction from the City Manager. Responsibilities include functional supervision of full-time and part-time support staff.

IMPORTANT AND ESSENTIAL DUTIES

The Administrative Services Manager is responsible for, but not limited to, the following duties:

Human Resources:

- Works closely with the City's third-party administrator in the administration of workers' compensation claims and the safety program.
- Provides for the effective administration of the City's benefit plans.
- Coordinates employee development, training, and job performance evaluation.
- Monitors changes in laws, regulations and technology that relate to the human resource function and develop and implement policy and procedural changes, as necessary.
- Assures that employee personnel files are maintained as required.

- Assist senior staff and participate in the collective bargaining process.
- Provide human resources support ensuring compliance with rules, regulations, laws, MOU's and city
- Assist the City Manager in organizational development, including training, staffing positions and career development.

Information Technology:

- Assists with the planning, design, research and acquisition of new or upgraded hardware and software systems; maintains current knowledge of hardware, software, and network technology and recommends modifications as appropriate.
- Develops policies, procedures, and business processes for information technology, including developing and managing a technology master plan.
- Develops and implements departmental policies, goals, and objectives.
- Plans for new equipment and projected technology improvements, including conversion to and installation of new systems.
- Assists in resolving complex information technology problems.
- Oversees the implementation of new electronic information systems.
- Establishes and monitors project schedules for technology projects.

Administration/Operations:

- Research, analyze, and prepare recommendations regarding a wide variety of new or existing programs, dealing with financial, organizational, programmatic or personnel issues.
- Develop and maintain a strong customer service orientation in all programs and activities.
- Plan, organize, direct, supervise, review, motivate and evaluate assigned support staff. Recommend employee actions, including performance improvement, discipline and safety adjustments; manage and approve time sheets, including overtime.
- Oversee city emergency preparedness programs and safety programs for staff and the community.
- Provide staff support to Council subcommittees or members of the Council, as appropriate.
- Serve as liaison between the City Manager's office and community groups and business organizations within the city.
- Contract management, including continuously monitor and evaluate the efficiency and effectiveness of contract service delivery methods and procedures; assess and monitor work load, administrative and support systems, and internal reporting relationships; identify opportunities for improvement and direct the implementation.
- Lead operational processes that support the efficient coordination and communication between all contracting activities.

- Attend public meetings to explain and promote city programs and policies. Make presentations before the City Council, and represent the City Manager at various boards and commissions, both within the city and outside.
- Assist in the preparation of the City's annual budget.
- Assist in the preparation of the City Council agenda and the agendas for other boards and commissions.
- Investigate complaints and recommend correct action; develop notification letters and other public information material.
- Develop and maintain effective and positive working relationships with City staff, and the public.
- Oversee emergency preparedness programs and respond to City emergency situations during regular work hours and outside of regular work hours as required.
- Perform other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Principles and practices of: public administration and local government operations; organization, administration, budget, financial and personnel management; effective supervision and management; project management systems; and purchasing methods and principles.
- Research and analytical techniques.
- Laws, ordinances, and procedures related to municipal operations.
- Computerized management systems.
- Functions, operations and technology related to City financial, business and administrative applications and related hardware and software.
- Current technology related to City applications, networks and telecommunications and the equipment and software required to maximize system support.
- Principles and procedures of standard business applications, such as word processing, spreadsheets and data base management.

Skill to:

- Prepare budget analysis, cost projections, and cost-benefit analysis.
- Manage complex projects.

- Operate contemporary office equipment, including computer systems and associated software.
- Develop and implement goals, objectives, policies, procedures, work standards and internal controls for each department.
- Develop and maintain equitable and consistent human resources programs and plans related to job analysis, classification and compensation, benefits administration, and labor relations.
- Interpret, apply and explain complex laws, codes, regulations and ordinances.
- Effectively representing each department and the City in meetings with governmental agencies, contractors, vendors, and various business, professional, regulatory and legislative organizations and skill to negotiate with such parties.

Ability to:

- Analyze complex problems and make sound recommendations.
- Generate and implement ideas.
- Motivate others to excel.
- Anticipate problems and bring them to the City Manager's attention.
- Be politically astute and capable of making recommendations in a political environment.
- Plan, organize, prioritize, direct, schedule and supervise City operation support programs and activities.
- Communicate clearly and concisely both orally and in writing.
- Establish, maintain and foster good working relationships with those supervised and contacted in the course of work.
- Prepare, maintain, and interpret records and reports.
- Evaluate operations and problems, recommend and implement efficiency and productivity improvements.
- Prepare and administer a departmental budget.
- Prepare projects and manage them to completion.
- Learn, retain, interpret and apply pertinent provisions of the City's Rules and Regulations, and City policies.
- Adapt effectively to change.
- Coordinate program activities and projects with City staff, other agencies, contractors and the public.

EDUCATION AND EXPERIENCE

Sufficient education and experience to satisfactorily perform the duties of this classification are required. Any combination of experience and training that would

City of Half Moon Bay
Administrative Services Manager
November 10, 2014
Page 5

likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Qualifications:

Any combination of experience and training that would provide the required knowledge, skills, and abilities would be qualifying.

Education: Equivalent to graduation from a four year college or university with major course work in accounting, economics, human resources, business or public administration or a field related to the work.

Experience: Four years of supervisory or administrative experience in maintaining financial records and preparing statements in a public agency setting and previous administrative or professional experience related to the human resources, emergency preparedness and information systems function in a public agency setting.

PHYSICAL DEMANDS

The ability to maintain effective audio/visual discrimination and perception to the degree necessary for the successful performance of assigned.

WORKING CONDITIONS

Working in an office environment is required in this position. The incumbent must travel to and from work site. Will be required to interact with customers with varying dispositions.

LICENSES, CERTIFICATES AND REGISTRATIONS

Possess a valid California class "C" Driver's License.