



Job Description

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job.

Job title	Senior Director of Administrative Services
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GENERAL PURPOSE

Under policy direction from the Deputy General Manager of Administrative Services plans, organizes, manages, and evaluates the activities, operations, and services of the following: Customer Service, Purchasing and Contracts, Records Management, Warehouse, Energy Management and Fleet Services; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a department director classification that oversees and directs the activities of the assigned departments, including short- and long-term planning as well as development and administration of departmental policies, procedures, and services. This class provides assistance to the Deputy General Manager of Administrative Services in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, District functions and activities, including the role of the District's Board of Directors, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering District goals and objectives within general policy guidelines.

SUPERVISION RECEIVED AND EXERCISED

Receives policy direction from the Deputy General Manager of Administrative Services. Exercises direct supervision over managerial, professional, technical, and administrative support staff through subordinate levels of supervision.

TYPICAL 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 position.

- Plans, organizes, controls, integrates, and evaluates the work of assigned departments; through subordinate staff, develops, implements, and monitors long-term plans, goals, and objectives focused on achieving the department's mission and assigned priorities; participates in the development of and monitors performance against the department's annual budget; manages and directs the development, implementation, and evaluation of plans, policies, systems, and procedures to achieve annual goals, objectives, and work standards.
- Plans and evaluates staff performance; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; provides compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the District's personnel policies and labor contract provisions.
- Provides leadership and direction and works with assigned management staff to ensure a high-performance, customer service-oriented work environment that supports achieving the department's and the District's mission, strategic plan, objectives, and values.
- Directs and oversees the District's customer service, billing, and meter reading functions; provides leadership and oversight for the development and implementation of customer billing and meter-related systems, technologies, and improvements; Directs the deployment of customer assistance and financial support initiatives, and provides oversight of collections processes and payment programs.
- Directs and oversees centralized procurement, contracting, warehousing, and support service operations; Directs the development and administration of standard and non-standard contracts and agreements including interagency and intergovernmental requirements, professional services, engineering services, construction, sale and lease of real and personal property, and other.
- Directs and oversees the District's energy, fleet, and records management functions and operations; Oversees energy efficiency projects, usage analysis, market conditions, rate-setting, and the pursuit of federal, state and utility-based funding and incentives; Directs and oversees the management of fleet services including the acquisition, maintenance and repair of all vehicles and equipment; fueling and charging system operations, and the development of vehicle replacement plans, schedules, and budgets; ensures compliance with governmental and regulatory rules and requirements; Directs the development, implementation and maintenance of a District-wide records management program and ensures compliance with laws and legal requirements.
- Provides and demonstrates effective leadership and soft skills in managing a dynamic call center operation to ensure attainment of departmental performance measurements and goals.

- Leads and supports efforts to continually improve business metrics to maximize resources and achieve operational excellence.

Monitors developments in areas of responsibility; analyzes proposed state and federal law, regulations, and court decisions for their impact on department practices and operations; recommends and implements policy and procedure changes consistent with requirements; directs or conducts research and analysis of the District's needs and requirements in assigned areas of responsibility; recommends appropriate actions and implements programs.

- Directs the development and preparation of real property leases for or by the District.
- Participates in major contract negotiations with vendors, suppliers, contractors, consultants, and other public agencies.
- Represents the District's interests and participates as a member of professional and community organizations.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

Continuous Improvement Related Duties:

- Applies Continuous Improvement principles in the deployment of branch and department business plans, processes and performance measures, ensuring that they align with District's strategies and operational plans.
- Participates in organizational performance assessments and the system of continuous improvements and effectively integrates and evaluates the linkages between the District's key value creation and support processes and related key performance indices.
- Ensures effectiveness of the business processes undertaken by the division, department, or branch.
- Defines customer service segments being served and establishes processes to obtain feedback to improve performance.
- Develops, maintains, and utilizes departmental performance indicators in making decisions.
- Establishes performance criteria for assigned staff.
- Ensures a thorough understanding of the Strategic Planning Cycle with each individual's responsibility associated with the cycle.
- The incumbent, while exercising his/her authority, shall abide by and promote the District's values and beliefs and adhere to the District's ethics policy.

REQUIRED QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Theory, principles, practices and techniques of public administration, including customer service, purchasing, contracts, warehousing, fleet services, energy management, and related areas.
- Federal, state, and local laws, regulations, and court decisions applicable to assigned areas of responsibility.
- Legal aspects of bill collections and online payment protocols.
- Purchasing and contracting strategies and best practices.
- Principles of contract law and methods and practices of drafting contracts and agreements for a variety of purposes.
- Principles and practices of budgeting, purchasing, fleet management, and the management and retention of public records.
- Research methods and analysis techniques.
- Applied use of technology in all areas of responsibility.
- Energy management, efficiency, markets, rules, tariffs, and regulatory processes.
- District personnel rules, policies, and labor contract provisions.
- Principles and practices of sound business communications.
- Organization and function of a public Board of Directors.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

<h3><u>Continuous Improvement Based Knowledge:</u></h3>

- The core values, concepts, and framework of continuous improvement criteria, including the principles of management by fact, and organizational and personal learning; the means of developing alignment between strategic goals and individual performance standards; practices of process mapping (control); practices of structured problem solving; the Strategic Planning Cycle and the various responsibilities within that cycle.

Ability to:

- Select, lead and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative and professional leadership and direction for the Customer Service, Purchasing and Contracts, Records Management, Warehouse, Energy, and Fleet Services Departments, and the District.
- Define issues, perform research, analyze problems, evaluate alternatives, and develop sound conclusions and recommendations on complex management and administrative issues.
- Plan and direct broad, centralized programs including such services as customer service, fleet services, purchasing, warehousing, contracts and agreements, records management, and energy management.
- Present proposals and recommendations clearly and logically in public meetings.
- Develop and implement appropriate procedures and controls.
- Prepare clear, concise and comprehensive correspondence, reports, studies, and other written materials.
- Negotiate effectively on behalf of the District.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the District in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.

- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Continuous Improvement Based Abilities:

- Develop a systems perspective for managing department operations and its key processes to achieve results; to use the seven continuous improvement categories and the core values as building blocks for department operations; define and explain key processes and process requirements within the department; develop and deploy strategic plan elements and key performance measures consistent with District goals; develop and maintain continuous improvement in all areas of operations; develop and monitor performance standards for all divisions within the department; ensure department goals and objectives are aligned with other departments, branches, and the District as a whole; track and monitor department performance; make sound decisions based on departmental performance indicators.

Experience:

Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:

- Ten (10) years of increasingly responsible experience in developing, integrating and administering complex functions and services similar to those of the assigned departments, five (5) years of which should have been in a management capacity.

Education:

- Equivalent to a bachelor's degree with major coursework in public or business administration, finance or a related field.

Licenses/Certifications:

- None.

PHYSICAL DEMANDS

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

Must possess mobility to work in a standard 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 and over the telephone. This is primarily a sedentary office classification although standing in work areas 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, carry, push, and pull materials and objects up to 25 pounds.

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.

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

Eastern Municipal Water District
Job Title: Senior Director of Administrative Services
Last Update: January 2024

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

Approved by:	<i>Board of Directors</i>
Date adopted:	<i>October 2, 2019</i>
Date modified:	
FLSA determination:	<i>Exempt</i>

Job Description Acknowledgment

I have received, reviewed and fully understand the job description for Senior Director of Administrative Services. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name (print): _____ *Date:* _____

Employee Number: _____

Employee Signature: _____