



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	Service Contract Administrator
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GENERAL PURPOSE

Under direction, leads and participates in the work of employees engaged in contract administration and compliance activities for support service contracts and agreements; coordinates, schedules, and administers work to be performed against established service contracts, provides technical contracting support and assistance in preparing formal bid documentation in accordance with District standards and policies and all applicable legal requirements; provides leadership and oversight for a variety of maintenance projects, various staff solicitations, and requests for procurement in order to provide the best solution for meeting their project's solicitation needs; and performs related duties, as assigned.

DISTINGUISHING CHARACTERISTICS

This advanced-level lead classification regularly works on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to ensure efficient and effective contract administration. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Purchasing Manager. Exercises technical and functional direction over and provides training to lower-level staff.

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, oversees, and monitors the work of contractors and other service providers to ensure compliance with plans, specifications, and District policies and procedures.
- Provides lead direction, oversight, and guidance to quality assurance inspection staff; determines work priorities; provides input into performance evaluations; and provides technical assistance to staff.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned services and programs; identify resource needs; recommend and implement policies and procedures, including standard operating procedures.
- Monitors and updates COAI daily work orders, inspections and schedules as they relate to contract compliance inspections and scope changes; mobilizes service contractors as required.
- Administers multiple equipment rental and maintenance service support contracts and verifies compliance with contract provisions prior to payment.
- Reviews plans and specifications and assists in finalizing the development of specifications and scopes of work; determines appropriate procurement method and conducts or coordinates pre-proposal, pre-bid, and job walks with responsible departments.
- Monitors contract funding; reviews expenditures on agreements within assigned responsibilities, evaluates funding limits, and reviews with appropriate manager.
- Develops and administers Contract Administration Plans determining and outlining the authority, responsibilities, and duties of all District employees involved in the service.
- Conducts price, cost, and value engineering analysis; develops strategies and incorporates findings and improvements into scopes of work and contract administration cycles.
- Confers and negotiates with contractors regarding contract interpretation, materials, or methods that deviate from specifications and to ensure appropriate measures are taken; conducts change order negotiations; consults with staff regarding problems and change alternatives.
- Reviews invoices against the contract; processes invoices for approval and payment.
- Reviews submittals from contractors for compliance with contract documents; reviews and recommends actions on requests for information; prepares memo for record.
- Prepares, maintains, and reviews a variety reports on inspections, progress payments, claims, progress, safety, requisitions, and other written project documentation.

- Uses a computerized maintenance management system to access, monitor, and update related records for job histories, work activities, preventative maintenance schedules, facility logs, and material usage.
- Responds to questions or complaints from internal staff, contract service providers, and the public.
- Monitors and updates the Performance Assessment Review (PAR) system for contract milestones, 90 day reviews, and task completion.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

REQUIRED QUALIFICATIONS

Knowledge of:

- Principles of providing functional direction and training.
- Principles and practices of leadership.
- Principles, practices, and methods used in public agency service contracting and contract administration.
- Principles of project budgeting, monitoring, and oversight.
- Federal, state, and local laws, codes, and regulations in assigned areas of responsibility.
- Methods, materials, and equipment used in maintenance and construction projects including, but not limited to, paving, grading, pond maintenance, hardscape installations, industrial/commercial grade roofing, general building maintenance, tenant improvement work, and fencing.
- Business mathematics.
- Principles of business correspondence and report development.
- 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.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.

- Direct, oversee, and monitor the work of contracted service providers.
- Apply contractual terms, conditions, and contract administration strategies; analyze contract performance; and manage and resolve disputes.
- Review and analyze construction plans, specifications, maps, and blueprints for conformance with District standards and policies.
- Monitor project budgets and report/resolve variances.
- Prepare reports and business correspondence.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies, and procedures, and standards relevant to work performed.
- 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.

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:

- Four (4) years of progressively responsible experience developing and administering public agency contracts.

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in acquisitions and contract management, business or public administration, engineering, or a related field.

Licenses/Certifications:

- A valid California driver's license and the ability to maintain insurability under the District's Vehicle Insurance Policy.

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, a computer screen, and to operate a motor vehicle and visit various District sites; 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: Service Contract Administrator
Last Update: March 2020

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>March 29, 2020</i>
Date modified:	
FLSA determination:	<i>Exempt</i>

Job Description Acknowledgment

I have received, reviewed, and fully understand the job description for Service Contract Administrator. 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: _____