

JOB DESCRIPTION
Senior Director of Administrative Services
Code Number: 02037

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 and Fleet Services; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This single position class is responsible for managing and integrating a wide variety of functions, programs and staff engaged in implementing comprehensive strategies and programs supporting a customer service call center; billing and meter services operation; the procurement and warehousing of goods, materials, services, supplies and equipment; the development and administration of contracts and agreements; fleet management services; and the provision of records management, mail, and internal reproduction services. The incumbent exercises significant authority and independence in implementing a broad range of services and programs in coordination with other District executives and managers.

ESSENTIAL 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 class.

Plans, organizes, controls, integrates and evaluates the work of assigned departments; with 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

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development, implementation and evaluation of plans, policies, systems and procedures to achieve annual goals, objectives and work standards. 

 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.

Through subordinate managers, develops, implements and administers comprehensive programs, systems, policies, guidelines and procedures related to the assigned departments.

Directs the development of procurement, contracting, and materials management systems that provide highly responsive services through an organization that integrates with all aspects of the organization.

Provides and demonstrates effective leadership and soft skills in managing a dynamic call center operation to ensure attainment of departmental performance measurements and goals.  Directs the development and implementation of billing and meter related systems, technologies, and improvements. Lead and support efforts to continually improve business metrics to maximize resources and achieve operational excellence. Ensure leadership and training result in delivery of high-quality customer service. Effectively coach, mentor, and lead staff and support their growth and development within the organization.

Through subordinate managers and outside contractors, directs and oversees the development, implementation and maintenance of a District-wide records management program; leads and directs centralized warehousing, receiving, mail distribution and internal reproduction services; develops and directs the development and administration of standard and non-standard contracts and

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agreements including interagency and intergovernmental requirements, professional services, engineering services, major construction projects, sale and lease of real property, and other purposes.

Assumes responsibility for the District's energy efficiency program; evaluates and analyzes energy usage; provides input, information and recommendations for the efficient and cost effective use of energy throughout the District; monitors market conditions and procures energy resources for the District; pursues energy efficiency initiatives and opportunities for federal, state, and utility based funding and incentives.

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; coordinates, arranges, and negotiates the disposition of excess property in accordance with applicable legal requirements.

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.

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.

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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.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

Theory, principles, practices and techniques of public administration, including customer service, purchasing, contracts, warehousing, fleet services and related areas; federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility; legal aspects of bill collections, 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 and 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; energy operational requirements for a large scale water and wastewater organization; principles and practices of effective management and supervision; District personnel rules, policies and labor contract provisions; principles and practices of sound business communications; organization and function of a public Board of Directors.

Ability to:

Define issues, perform research, analyze problems, evaluate alternatives and develop sound conclusions and recommendations on complex management and administrative issues; plan and direct a broad, centralized program including such services as customer service, fleet services, purchasing, warehousing, contracts and agreements, records management, and mail/reproduction services; understand, interpret, explain and apply District policy and procedures governing assigned areas of responsibility; present

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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; exercise sound, expert independent judgment within general policy guidelines; negotiate effectively on behalf of the District; establish and maintain effective working relationships with all levels of District management and staff; exercise tact and diplomacy in dealing with sensitive situations and concerned people and customers, both internal and external;

Continuous Improvement Knowledge and Abilities

Knowledge of:

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:

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; and make sound decisions based on departmental performance indicators.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from an accredited college or university with a bachelor's degree in public or business administration, finance or a closely related field; and at least ten years of progressively responsible experience in developing, integrating and administering complex functions and services similar to those assigned to the Purchasing and Contracts Department, at least five years of

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which were in a management capacity; or an equivalent combination of training and experience.

PHYSICAL AND MENTAL DEMANDS

The physical and mental 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.

Physical Demands

While performing the duties of this class, an employee is regularly required to sit; talk or hear, in person, in meetings and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. The employee is frequently required to walk and stand.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve problems; observe and interpret people and situations; use math and mathematical reasoning; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines and interact with District management, other governmental officials, community leaders, legal counsel, consultants, vendors, employees and the public.

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.

The employee works under typical office conditions, and the noise level is usually quiet.

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