JOB DESCRIPTION
Service Contract Administrator
Class Code: 40003

GENERAL PURPOSE
Under general direction, leads and participates in the work of employees engaged in the performance of contract administration and compliance activities for support service contracts and agreements; coordinates, schedules, and administers work to be performed against established contracts and provides technical contracting support and assistance in preparing formal bid documentation in accordance with District standards and policies and all applicable legal requirements; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
This class provides leadership, technical assistance and training to a staff of contract quality assurance inspector personnel. Incumbents provide direction to lower level staff including assigning, directing, and reviewing the work of staff. Incumbents are accountable for issuing and coordinating the execution, monitoring, and analysis of a wide variety of service contracts and agreements. Responsibilities include communicating technical job specifications, evaluating scopes of work, developing and implementing contract administration and performance assessment plans; ensures expenditures remain within authorized limits, works with field supervision and managers to evaluate contractor performance, audits compliance with established contractual terms and conditions, manages and coordinates the resolution of delays and disputes, analyzes contract scope to identify savings and efficiencies, reviews contracting strategy, cost structure, and performance and incorporates changes and improvements into the next contract management cycle. Duties and responsibilities are carried out with considerable independence within the framework of established policies, procedures and guidelines.

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 the class.

Provides day-to-day leadership and works with staff to ensure high performance, customer-oriented working environment that supports achieving the department’s and District’s mission, strategic plan, objectives and values.

Issues and administers work to be performed against varied support service contracts and agreements; performs or receives field inspections and investigations and evaluates performance against contractual terms and conditions.
Administers varied equipment rental and service support contracts and verifies compliance with contract provisions prior to payment.

Obtains plans and sketches; assists in reviewing and finalizing the development of specifications and scopes of work; determines appropriate procurement method and conducts or coordinates pre-proposal, pre-bid, job walks with responsible departments.

Tracks contract funding; reviews expenditures on each agreement 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.

Ensures contract safety requirements and policies are effectively communicated and safety documentation is maintained.

Confers with departments and contractors to address problems relating to performance and requirements for changes in scope of work; resolves problems and administers contractual dispute procedures.

Receives input from field inspectors and evaluates work performed; identifies problem areas and recommends remedial actions to be taken.

Issues purchase orders, contracts, and releases.

Maintains and updates contract and agreement files; distributes contract documents to interested parties upon request; maintains contract and funding logs and related specialized records.

Reviews invoices and submittals from contractors for compliance with contract documents; reviews and recommends action on requests for information and change order proposals; reviews and recommends action on pay estimates.

Utilizes specialized computer financial system to enter and access purchase order, contract, and agreement data; develops and maintains statistical contract management and cost evaluation reports utilizing customized reporting tools for contract analysis and reporting.
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.

Assists in the development and recommendation of procedures and processes to improve efficiency, cost effectiveness, customer responsiveness, and quality of District procurement and contract operations, consistent with meeting all applicable legal requirements.

Provides technical assistance to staff.

Responds to questions or complaints from internal staff, contract service providers, and the public.

Prepares or reviews and maintains a wide variety of written letters, memoranda, reports and records, periodic progress reports, safety reports, and requisitions.

Performs related duties as assigned.

**CONTINUOUS IMPROVEMENT RELATED DUTIES**

Supports application of continuous improvement principles in the oversight of operations within the business unit.

Assists in the development and maintenance of best practice in unit work processes and supports the philosophy of continuous improvement.

Develops and monitors team and individual performance measures, ensuring that they align with District’s Strategic and Operational Plans.

Ensures a thorough understanding of the Strategic Planning Cycle and participates in its development and deployment.

**DESIRED MINIMUM QUALIFICATIONS**

**Knowledge of:**

Principles, practices and methods used in public agency service contracting and contract administration; federal, state and local laws and regulations governing the award and administration of contracts and service agreements for support of water and wastewater facilities, assets, and equipment; principles methods and equipment used in maintenance and construction; safety practices and procedures relating to work performed; practices, methods, and techniques of public agency purchasing, including
competitive bidding procedures; principles, practices, and techniques of administering purchase contracts and enforcing contract provisions; applicable District and state laws and regulations governing District purchasing activities; principles and practices of sound business communication.

**Ability to:**
Be accurate and responsive to customer requirements and needs; communicate clearly and effectively, both orally and in writing; develop clear, well written requirements consistent with all applicable legal requirements; interpret technical specifications and requirements, and effectively communicate a wide variety of needs to contractors and service providers; apply contractual terms, conditions, and contract administration strategies to assigned work; develop measures, and analyze contract performance; manage and resolve disputes; organize, set priorities and exercise sound independent judgment within areas of responsibility; understand, interpret, explain and apply District and state laws and regulations governing purchasing procedures and contract administration; use tact, discretion and diplomacy in dealing with customers, contractors and vendors; establish and maintain highly effective working relationships with those contacted in the course of work.

**Continuous Improvement Based 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; familiar with process mapping and structured problem solving; theoretical and practical knowledge necessary to develop and monitor individual performance standards, and insure they align with key performance measures for the unit.

**Ability to:**
Maintain and utilize process flow charts for key processes, with performance standards related to customer and stakeholder needs; validate customer requirements; create an environment of continuous improvement and to ensure business unit results are consistent with expectations in key performance measures.

**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 acquisitions and contract management, business or public administration, engineering or a related field and four years of increasingly responsible experience developing and administering public agency contracts or an equivalent combination of training and experience. At least one year of experience drafting or administering
service contracts and agreements associated with water works, public works or water construction projects is desired.

**Licenses; Certificates; Special Requirements:**
A valid California driver's license and the ability to maintain insurability under the District's Vehicle Insurance Policy.

Certified Purchasing Manager (C.P.M.) or Certified Public Purchasing Officer (CPPO) certificate desirable.

**PHYSICAL AND MENTAL DEMANDS**
*The physical and mental demands described here are representative of those that must be met by an employee 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 job, the employee is regularly required to sit; talk or hear, both in person and by telephone; and use hands repetitively to operate, finger, handle, or feel standard office equipment; and reach with hands and arms. Employees are frequently required to stand and walk. 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, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; use math and mathematical reasoning; observe and interpret situations; learn and apply new information or new skills; work under deadlines with constant interruptions; and interact with District staff, other organizations and the public. The employee is occasionally required to deal with dissatisfied or quarrelsome individuals.

**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.*

An employee in this class generally works under typical office conditions, and the noise level is moderately quiet.

**FLSA DETERMINATION:** Meets administrative exemption from overtime.