



Job Description for:
Administrative Services Manager

Classification:	Program Manager I
Division:	Administrative Services
Reports to:	CRESA Director
Supervises:	Administrative Assistant, Data Research Assistant, Office Assistant, and temporary office staff

Job Definition

This position manages the agency's administrative and fiscal activities and staff. The Administrative Services Manager oversees the development, administration and completion of the Agency's annual budget process; manages the Agency accounts payable and accounts receivable program; oversees payroll processing and coordination of agency purchases and travel; administers the Agency retirement programs; and oversees facilitation of agency board meetings.

Duties also include assisting, representing and advising the Director and department managers on related issues; preparing administrative reports as directed; and providing highly responsible staff assistance to the management team. This position plans, organizes, coordinates, and supervises the work of departmental administrative, secretarial, and clerical support staff and coordinates completion of program activities with other divisions, outside agencies and the general public.

Distinguishing Characteristics

This is a mid-level manager classification with a managerial focus on administrative and office support programs and staff. A key focus is to oversee broad administrative functions so that the Agency Director and other division managers can attend more fully to the direct services of their respective programs. The Administrative Services Manager supervises the administrative, clerical and office support staff, which includes the data research program.

Essential Job Functions

Incumbent must be able to perform the essential functions of the job with or without reasonable accommodation.

Budget / Fiscal:

- Administers the Agency's annual budget process, various division operating budgets, grants, and professional services contracts to facilitate effective and efficient use of resources and meet fiscal responsibilities
- Manages accounts payable, accounts receivable and payroll functions, along with the Agency's retirement programs
- Develops, documents and presents budgetary and expenditure reports and proposals to the CRESA Administrative Board, EMS Administrative Board, management team and user agencies.
- Monitors expenditures and department performance against the approved budget and general cost-effectiveness standards
- Works with Agency managers, staff, the Financial Committee and various stakeholders to determine long and short term budgetary needs
- Ensures fiscal policies, procedures and records are followed consistent with Agency requirements, state and federal laws, and general accounting practices

Administration:

- Develops, oversees and supervises administrative services and assigned staff
- Identifies or assists managers in identifying clerical support requirements. Makes recommendations regarding budget requirements for staffing and equipment needs.
- Selects, trains, motivates and evaluates staff. Provides or coordinates staff training. Works with employees to correct deficiencies. Implements discipline and termination procedures with appropriate personnel and legal direction.
- Plans, organizes and coordinates administrative support goals, work plans and assigns work activities and projects. Monitors work flow, procedures and performance.

- Develops and implements program goals and objectives. Establishes priorities within support functions and identifies resource needs.
- Oversees and maintains Agency files and records, paperwork processing, purchasing and supplies, contracts, customer service activities and others
- Trains assigned personnel on new procedures and/or machine and equipment operation. Prepares training manuals and conducts or oversees training sessions of agency personnel in broad administrative processes and requirements.
- Responds to requests for information and advice concerning administrative functions.
- Prepares or oversees preparation of all administrative services reports or correspondence

Staff Support to Director / Managers:

- Participates on the management team. Provides input on the development and implementation of Agency policies and procedures
- Works closely with managers in the development and maintenance of their respective division budgets, separate revenue funds, grants and professional services contracts
- Coordinates special projects and programs as assigned, including researching, compiling information, and prepares and presenting administrative staff reports
- Performs sensitive and confidential administrative duties for the Agency Director
- Identifies and recommends improvements to administrative and financial operating procedures
- Represents the Agency and/or division at meetings as requested; serves on various committees. Provides information and assistance to other departments, outside agencies, and the public on assigned functions. May serve as the departmental liaison and resolve complaints.
- Works as assigned during any emergency activation of Agency EOC (Emergency Operations Center). Participates in Agency or regional exercises to maintain EOC skills.
- Performs related duties as assigned.

Qualifications

Knowledge of:

- Principles and practices of public sector organization, program operations, and financial management. Principles and practices of budget preparation, justification, control, financial record keeping and reporting
- Principles and practices of modern office management and administrative services, including supervision, training, and performance evaluation; modern office procedures, methods and computer equipment; business letter writing and report preparation.
- Application and interpretation of Agency policies and procedures as well as local, state and federal laws and regulations relevant to the program area
- Effective research and record keeping methods and techniques

Ability to:

- Effectively plan, assign, direct, and evaluate the work of assigned staff, including delegating responsibility and authority
- Carry out Agency policy directives in an effective and timely manner
- Analyze situations thoroughly, identify potential problems, and find effective solutions
- Interpret, apply, and explain administrative and departmental policies and procedures
- Establish and maintain positive and professional working relationships with employees, managers, other Agency staff, other governmental jurisdictions, vendors and the public
- Effectively communicate and express ideas both orally and in writing.
- Apply appropriate independent initiative, discretion, judgment and organizational skills to a variety of projects, assignments and situations. Understand and execute complex oral and written instructions. Apply available guidelines, policies or procedures in diverse situations.
- Prepare and present written correspondence, reports and materials in clear, correct and comprehensible terms from general notes and concepts.

Experience and Education – Any equivalent combination of education and experience that provides the applicant with the knowledge, skills and ability required to successfully perform the job will be considered. A typical way to obtain the knowledge and abilities would be:

- At least two years of progressively responsible program management experience, including direct staff supervision. Additional years of closely related experience may substitute for some of the educational experience required.
- Bachelor's degree in finance, accounting, business management, public administration or a related field. A Master's degree in a related field may substitute for some of the required experience.
- ☛ Candidates must successfully pass pre-employment reference and criminal history checks
- ☛ Candidates and incumbents must have ability to perform the essential functions of this position with or without reasonable accommodation

Work Environment (Essential functions)

Work is performed primarily in an office setting. Incumbent works with personal computers, telephones, and other general office equipment that require detailed dexterity. Work involves moderately extensive keyboarding and manual dexterity, and also entails general reaching, stretching, and lifting of standard office supplies and materials, such as paper, binders, and files. Some walking, bending and carrying light items is required.

Physical Demands typically involve, but are not limited to:

Hearing and Speaking:

- Hear, understand and respond to verbal information in person, by phone and by intercom, including difficult to understand callers
- Speak clearly and concisely in English
- Hear, understand and respond using multi-line telephone systems, intercoms and other communications equipment

Seeing and Reading:

- See, read and understand written information and instructions in all forms, including handwritten, hard copy or electronic communications formats
- See and use all related communications equipment including multi-line telephone systems and computer monitors

Mental acuity and alertness:

- Understand, research and respond to complex and varied information and instructions, including broad application of policies, procedures, laws, and regulations under complex circumstances
- Handle interpersonal interactions with tact and diplomacy, including responding to complaints, progressive discipline, or corrective action
- Manage and accomplish multiple tasks and priorities in a timely manner and with a high level of accomplishment and accuracy
- Think through all aspects relating to issues or problems; identify, recommend and implement solutions
- Balance diverse responsibilities utilizing independent initiative, judgment and discretion
- Be generally available for on-call and/or irregular hours in case of emergency situations, such as activations of the Emergency Coordination Center

Manual dexterity and typing:

- Moderately extensive use of computers, keyboards, office equipment and similar specialized technical and electronic equipment commonly found in an office setting
- Performing regular tasks requiring manual dexterity

Physical dexterity:

- Sit, stand or walk as necessary
- Stretch, reach, or lift objects or materials that may be up to 25 pounds in weight

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FLSA Status:	Exempt	Union:	No