

**SOUTH PLACER MUNICIPAL UTILITY DISTRICT
JOB DESCRIPTION**

Job Title:	Administrative Services Manager	Department:	Administrative Services
Reports To:	General Manager	FLSA:	Exempt
Probationary Period:	1 year	Revision Date:	02/01/2020

Position Overview:

As a member of the District leadership team, manages the day to day operations of the Administrative Services Department for administrative, personnel, financial, and clerical functions, and is recording secretary for District Board of Directors meetings.

Education/Experience:

Any of the following combinations in the table below meet the minimum qualifications for education and experience for this position

	Education	Experience
A	Associate Degree from an accredited College or University, degree in Public Administration, Business Management, or Accounting is desired.	and Twelve (12) years performing administrative work in an office environment that includes personnel supervision, human resources, accounting, customer service, and public relations matters. Experience in public sector preferred.
B	Bachelor's Degree or higher from an accredited College or University, degree in Public Administration, Business Management, or Accounting is desired.	and Ten (10) years performing administrative work in an office environment that includes personnel supervision, human resources, accounting, customer service, and public relations matters. Experience in public sector preferred.

Licenses and Certifications:

Valid California Class C Driver License.

Knowledge and Abilities:

The Administrative Services Manager plans, directs, and coordinates supportive services for the District. The specific responsibilities of the Administrative Services Manager vary by subcategory and are aligned with the functions of Office Manager, Finance, Human Resources and Board Secretary. The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

Office Manager

1. Manage the general office and accounting activities of the District.
2. Maintain the general ledger and fixed asset records.
3. Provide General Manager with data, reports, and other information for the budget and financial reports, financial forecasting and other administrative assistance.
4. Custodian of District records and management of District filing system.
5. Responsible for monitoring of reimbursement expenses.
6. Data entry into the Tyler-Encode Financial Management Software for financial/utility billing.
7. Interact with the outsourced vendor to send out delinquent letters to customers Set and oversee goals and deadlines for the department.
8. Principles and practices related to purchasing and inventory control.
9. Direct customer support for either internal or external clients including resolution of escalated complaints.

Finance

1. Managing investment of District funds to maintain cash flow liquidity.
2. Overseeing of utility billing/fund accounting processes including software, hardware, and on-going support.
3. Principles and practices of budget preparation and monitoring.
4. Pertinent local, State and Federal Laws, Ordinances and rules.
5. Oversees preparation of the District's Annual Financial Report and Audit.

Human Resources

1. Human Resource records management including the coordination of CalPERS benefits and OPEB.
2. Responsible for hiring of clerical and administrative personnel.
3. Assist in the hiring and termination of all other personnel.
4. Negotiate agreements between the District and employee groups.
5. Advise and confer with managerial staff regarding personnel issues.

6. Manage and lead employees including performance evaluations.

Board Secretary

1. Provide administrative assistance to the Board of Directors and General Manager at all meetings of the Board of Directors, including preparation of all agendas and materials and recording and transcribing meeting minutes.
2. Maintain official files, filings and the retrieval and management of General Manager and Board records.
3. Coordinate and supervise responses to records requests under the California Public Records Act.

Knowledge of:

1. Public relations and customer service.
2. District policies and procedures.
3. Safe work practices as defined by Cal-OSHA.
4. Modern office equipment and procedures including use of word processing, databases and spreadsheet applications, Microsoft applications including Word, Excel, Outlook and PowerPoint.
5. Principles, practices, and methods of accounting and financial administration.
6. Principles of leadership, training and supervision.
7. Personnel evaluations and progress assignments.
8. Local and State laws and regulations pertaining to bill collection, payment processing and security of customer information.
9. Principles and practices relating to public sector employer-employee relations.
10. State and Federal Laws related to equal employment opportunity, employee working conditions, disability and leave including but not limited to Title VII of the Civil Rights Act of 1964; California Fair Employment and Housing Act; Age Discrimination Act; California Rehabilitation Act; Americans with Disability Act Amendment Act; Equal Pay Act; Fair Labor Standards Act; California Labor Code; Family Medical Leave Act; California Family Rights Act.
11. The functions and operating procedures of local governance bodies and committees.
12. Methods and policies of records retention.
13. The District's Mission, Vision and Core Values.

Ability to:

1. Use modern office equipment and software, such as the use of common word processing, spreadsheet, database applications.
2. Operate and oversee database and other computer functions.
3. Analyze data, prepare reports and provide recommendations.
4. Operate computers with focus on accounting, utility billing, and record keeping functions.
5. Recognize and maintain confidentiality.
6. Supervise and train staff; plan, organize, direct, and coordinate work.
7. Deal courteously and effectively with management, District departments, and general public.
8. Deal tactfully and effectively with elected officials.
9. Explain/interpret rules, regulations, and District policies.
10. Develop, coach and mentor staff and maintain effective working relationships with personnel at all organizational levels, use good judgement and discretion in dealing with sensitive and difficult matters.
11. Analyze complex employee relations problems and make recommendations, apply excellent interpersonal skills to deal with difficult issues effectively and in mediating disputes.
12. Maintain attention to detail despite frequent interruptions and changing work priorities, respond to changing demands with flexibility and innovation.
13. Assume the duties of the General Manager in his absence, except as restricted by the State of California Municipal Utility District Act.
14. Communicate clearly and concisely, both orally and in writing.
15. Operate modern office equipment such as telephone system, calculators, copy machines, fax etc.

Physical Demands and Working Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Employees must have the ability to safely perform the necessary functions of the position with reasonable

accommodation, unless such accommodation is impracticable or otherwise presents a safety hazard for other employees or the general public.

Specific Physical Requirements to Perform Duties:

- a. Capable of meeting the basic job duties as defined in Physical Demand Assessment PD-100.
- b. Stand, walk, reach with hands and arms, stoop or kneel.
- c. Sit at a computer workstation for extended periods of time and occasionally climb a flight of stairs.

Ability to Successfully Pass Medical Examination Based On:

- a. Ability to safely perform required physical duties, and
- b. Ability to safely perform required physical duties with “reasonable accommodation; that does not create a safety hazard for other employees or the public.

This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.