

Sacramento Suburban Water District Classification Specification

Job Class: Administrative Services Manager

FLSA Status: Exempt

Supervisor: Assistant General Manager

Effective Date: June 2009

Definition

This position manages business service functions of the District including general office administrative support, customer service, billing and collections, records management, and document system imaging, storage and retrieval.

Distinguishing Characteristics

This position is part of the management team of the District and reports to the Assistant General Manager. Under general/administrative direction, the Administrative Services Manager plans, organizes, manages, directs, and supervises office support key staff, customer service operations and staff, records management operations, and other functions of the District. The position must closely coordinate and clearly communicate his/her activity with other departments of the District to ensure successful operations and customer service.

Examples of Duties

The following duties are typical for this position. Depending upon the assignment, the employee 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.

Management retains the right to add, remove, or change duties at any time.

- Supervise, plan, coordinate, prioritize, monitor and evaluate department work functions.
- Coordinate the development and implementation of goals, objectives, policies, regulations, procedures, and work standards for the department.
- Supervise department personnel, evaluating work performance results, identify and resolve staff deficiencies, providing coaching and employee development opportunities.
- Develop and administer department budget; recommend expanded programs.
- Participate in District financial management and reporting functions ensuring accuracy and compliance with District policies and procedures.
- Provide technical assistance, policy and regulation interpretation and advice to other District and departmental staff in areas of responsibility.
- Administer the District's Record Retention Policy and the Records Management Program; prepare and recommend the District's Retention Policy to the Board of Directors.
- Conduct file inventories; define record types and conduct research to define their retention schedule.
- Maintain list of records sent off site and destroyed in accordance with the Record Retention Schedule.

- Work with other departments on Records Management Program project tasks and to resolve issues.
- Monitor records scanning quality and schedules for both in-house and contract process.
- Provide walk-in services for customers making payments, applying for services, or making routine inquiries; assist the public in resolving problems with their water bill accounts.
- Direct the activities of customer relations in the development and maintenance of an effective relationship with customers.
- Supervise and negotiate the collection of final and overdue bills within District regulations.
- Supervise the monthly billing procedures and delinquent bill procedures within District regulations.
- Receive, research, and prepare responses to correspondence pertaining to customer issues.
- Develop and distribute information regarding office support procedures.
- Perform related duties as assigned.

Mental and Physical Requirements

The conditions herein 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 job functions.

- Communicate orally with District management, co-workers, and the public face-to-face, one-to-one group settings.
- Regularly use telephone for communications.
- Regularly use of office equipment such as computers, copiers, and FAX machines.
- Sit for extended time periods.
- Hearing and vision within normal ranges.

Qualifications

Knowledge of:

- District policies, rules, regulations and procedures and how they are formed.
- Federal, State, and local laws and regulations regarding District administrative operations.
- Principles and practices of effective administration of support functions.
- Modern office practices and technology.
- Record management systems.
- Principles and practices of financial reporting.
- Work safety standards and requirements.
- Principles of budget development and expenditure control.
- Principles of supervision, training and personnel management.
- Common public relations courtesies, practices and techniques.

Ability To:

- Schedule, assign, organize, direct, train, review and evaluate the work of staff.
- Be a strong team orientated leader who uses employee training and development, clear direction, encouragement and systems accountability effectively.
- Analyze situations and make sound recommendations in support of District goals.

- Work effectively under time deadlines and within limited financial and staffing resources.
- Organize data, maintain records, and prepare reports.
- Communicate effectively both orally and written.
- Understand, interpret and apply laws, rules, regulations and ordinances affecting the department's activities.
- Proficiently use computers and applicable software.
- Initiate and maintain effective safety practices that relate to the nature of the work.
- Effectively represent District water service function operations with the public, contractors and other organizations.
- Establish and maintain cooperative working relationships.
- Pass pre-employment physical, drug and alcohol examination, and background check.

Education, Experience, Licenses and Certifications:

Required:

The following are considered minimum requirements:

- High school diploma or equivalent.
- Valid California Driver's License issued by the California Department of Motor Vehicles.
- Proof of good driving record as evidenced by freedom from multiple or serious traffic violations or accidents for at least two (2) years duration. The driving record will not contribute to an increase in the District's automobile rates. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.
- A minimum of three (3) years of progressively responsible work experience related to business or customer service orientated functions with at least one (1) year in a supervisory or lead capacity with the responsibility of dealing with the public and in the interpretation and enforcement of complex regulations and policies in order to resolve customer complaints.

Desirable:

Any combination of education and experience which would likely provide the necessary knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- Five (5) years of business or customer service support experience in a supervisory role in a public agency, preferably in a municipal water district, is highly desirable.
- Completion of a Bachelor's Degree from an accredited college or university in accounting, business or public administration, or closely related field is highly desirable.