

## **ADMINISTRATION MANAGER**

*This class specification indicates, in general terms, the type and level of work performed as well as the responsibilities of employees in this classification. The job functions described are not to be interpreted as being all-inclusive to any specific employee.*

### **DEFINITION**

Under general direction, directs, manages, supervises, and coordinates the activities and operations of the Clerk of the Board and public and legislative affairs services, programs, projects, and related activities; coordinates assigned activities with other divisions, departments, outside agencies, and other stakeholders appropriate to area of assignment; provides highly responsible and complex administrative support to the General Manager and/or Assistant General Manager: and performs duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the General Manager and/or Assistant General Manager. Exercises direct supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

### **CLASS CHARACTERISTICS**

This is a management classification responsible for managing assigned division. The position is responsible for developing and implementing policies and procedures for assigned division, short- and long-term planning, budget administration and reporting, and coordination of key programs/projects with other OC San divisions and departments and external agencies. Positions apply advanced management principles and strategic thinking to decisions that impact the organization as a whole and the public being served. Positions generally serve as advisors and contributors to executive management on policies, procedures, and major OC San initiatives.

### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS** (Illustrative Only)

*The following essential job functions are typical for this classification. Incumbents may not perform all of the listed job functions and/or may be required to perform additional or different job functions from those set forth below to address business needs and changing business practices.*

- Assumes management responsibility for administration of Clerk of the Board and public and legislative affairs services, programs, projects, and related activities.
- Manages and participates in the development and implementation of goals, objectives, policies, and priorities for assigned programs; recommends and administers policies and procedures.
- Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; optimizes organizational structure and staffing levels by monitoring effectiveness of work performed and reviewing business practices and performance metrics; recommends, within departmental policy, appropriate service and staffing levels; coordinates audits related to departmental or program operation and services.
- Plans, organizes, assigns, supervises, and reviews the work of assigned staff; selects, trains, and motivates staff; provides policy and procedural guidance and interpretation; evaluates performance,

works with employees on performance issues, and training and development, and implements discipline and termination procedures.

- Oversees and participates in the development and administration of assigned division annual budget; participates in the forecast of funds needed for assigned functions; monitors and approves expenditures; implements adjustments.
- Manages board services programs, projects, and activities, including public meeting administration, election management, legislative functions, agenda management, records and information management, and filing officer services.
- Manages the planning, development, and administration of OC San's public and legislative affairs program including strategic internal and external communications, public relations, community and customer outreach, grants management, local government relations, and regional, state, and federal legislative and regulatory advocacy; manages the annual legislative plan.
- Plans, organizes, directs, and supervises the operations of the General Manager's Office including planning, coordinating, and managing strategic planning processes, General Manager work plan, and developing performance metrics to ensure effective implementation.
- Serves as the liaison for the assigned division and meets with other divisions, departments, outside agencies, and other stakeholders to coordinate and implement various projects and programs; negotiates and resolves sensitive and controversial issues.
- Participates on a variety of boards, commissions, and committees; prepares and presents agenda reports and other necessary correspondence.
- Provides responsible staff assistance to the General Manager and/or Assistant General Manager as assigned; conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to assigned programs, policies, and procedures as appropriate.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of public administration.
- Responds to inquiries in a courteous manner; provides information within the area of assignment; and resolves complaints in an efficient and timely manner.
- Ensures OC San's safety program and goals are implemented and carried out in the assigned division(s).
- Performs duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment, review, evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standards.
- Principles and practices of public administration including the organization, functions, and governance of special districts.
- Business operations, services, and activities of Clerk of the Board, records and information management, and public and legislative affairs programs.
- Principles and practices of budget preparation and administration.
- Applicable federal, state, and local laws, codes, and ordinances relevant to area(s) of responsibility.
- Methods and techniques of research, statistical analysis, and report preparation and presentation.
- Principles of business letter writing and report preparation.
- Techniques for effectively representing OC San in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.

- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Current equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Develop and implement goals, objectives, policies, practices, procedures, and work standards.
- Provide administrative, management, and professional leadership for the Clerk of the Board and assigned programs.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively and evaluate performance in an objective and positive manner.
- Prepare and administer budgets; allocate limited resources in a cost-effective manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Respond to and investigate inquiries and complaints and prepare an appropriate response; effectively resolve conflict within assigned area of responsibility, negotiate and resolve complex issues.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of division and department goals and objectives.
- Conduct research, analyze, and interpret data, draw conclusions, and summarize and present information, reports, and data in an effective manner.
- Maintain confidentiality of critical and sensitive information and be discreet in handling and processing confidential information and data.
- Operate a motor vehicle and travel to various OC San sites, projects and/or meetings.
- Understand, interpret, apply, explain, and ensure compliance with all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent OC San in meetings with governmental agencies, contractors, vendors, community groups, and various business, professional, regulatory, and legislative organizations, and in meetings with individuals.
- Independently organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Comply with safe work practices and procedures in the workplace.
- Provide a high level of customer service by effectively dealing with the public, vendors, contractors, and OC San staff.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Employment Standards:**

Any combination of education and experience that provides the required knowledge, skills, and abilities may be qualifying as determined by OC San.

1. Bachelor's degree from a college or university accredited by the U.S. Department of Education, with major coursework in public administration, business administration, or a related field.

2. Eight (8) years of increasingly responsible work experience performing administrative management duties, including two (2) years of progressively more responsible experience as project or technical lead or supervisory experience.

**Licenses and/or Certifications:**

- Must possess a valid California Class C Driver's License.

**Disaster Service Workers:**

All Orange County Sanitation District employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with the Orange County Sanitation District requires the affirmation of a loyalty oath to this effect. Employees are required to complete all related training as assigned, and to return to work as ordered in the event of an emergency.

**PHYSICAL DEMANDS**

- Mobility to work in a standard office setting and use standard office equipment, including a computer; this is primarily a sedentary office classification although standing in work areas and walking between work areas may be required; to operate a motor vehicle to travel to various OC San sites, projects, and/or meetings; occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information; ability to lift, carry, push, and pull materials and objects up to 35 pounds.
- Vision to read printed materials and a computer screen.
- Hearing and speech to communicate in person and over the telephone.
- Finger dexterity to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.

**ENVIRONMENTAL ELEMENTS**

- Office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.
- Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

**OTHER REQUIREMENTS**

- Probationary Period: All OC San employees, except classifications considered "at-will", are subject to the probationary period provisions as specified in the applicable Memorandum of Understanding, policies, and/or resolutions. Employees who have not yet successfully completed their initial probationary period serve "at-will" and may be released from employment without cause or recourse to any appeal or grievance procedures.
- Pre-Employment: All employment offers are contingent upon successful completion of OC San's pre-employment process, which includes a background investigation, a physical examination, and a drug screen.
- Work Location Assignment: Employees will be assigned to a work location based on business needs which may be located at any/all of OC San locations; this work location may be changed at any time.