CITY OF ST. HELENA

ADMINISTRATION SERVICES MANAGER

Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities that are associated with specified positions. Therefore, specifications may not include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

DEFINITION:

The Administration Services Manager (ASM) manages the overall daily office operations. The ASM may oversee a number of departments including human resources, facilities management and finance. As such, this person tends to have a diverse knowledge of various departments’ functions, rather than specializing in one specific area. The job requires the ASM to develop and implement organizational strategies and policies, plan the use of materials and human resources and manage the administrative staff.

DISTINGUISHING CHARACTERISTICS:

The Administration Services Manager is the mid-management level class which oversees all functions and operations of the Office Staff in varying departments and is responsible for originating, carrying out, reviewing, interpreting and coordinating policies in administration. This classification is distinguished from the next higher classification of Director of Finance in that the latter has overall responsibility for administering the City’s operations.

SUPERVISION RECEIVED/EXERCISED:

Receives general supervision from the Finance Director. Exercises technical and functional supervision over assigned staff.

ESSENTIAL FUNCTIONS: (include but are not limited to the following)

- The responsibilities of the ASM works to improve processes and policies, manages administrative staff and play a role in long-term organizational planning. Specific duties may fall into a variety of categories such as office management, which involves the supervision of the overall daily office operations, negotiates contracts, manages vendor relationships, primary liaison to IT and oversees office operating procedures. Another area might be technology, or overseeing network administration, manages phone system and helps evaluate information systems; ASM will develop and manage personnel budgets for all departments, review operating costs and suggest cost saving measures, work with hiring of personnel, maintaining personnel records, monitoring insurance coverage and ensuring personnel policies are up-to-date.
• The ASM is either directly responsible for recruitment and retention of staff or oversees the processes by which recruitment takes place. They will manage the means by which positions are advertised, working with either an in-house team or an outside agency. The administration ASM also handles disciplinary matters and if necessary, employee dismissals.

• The ASM is responsible for ensuring the well-being of the company's employees. Reviewing health and safety procedures and adjusting them to conform to current legislation, organizing social events for staff to attend and instituting a system of counseling services as required, all fall within his/her purview.

• As well as recruiting and, if required, dismissing staff, the ASM is responsible for conducting an ongoing review program with employees, assessing performance, integration within the company and addressing any issues the employees raise. The ASM must also provide orientation and company policy guidance for new recruits and facilitate training opportunities for staff members who require them.

• The ASM usually keeps office hours, working an average 40-hour week. As a member of the mid-management team, they are generally expected to work more hours as required and, potentially, to attend conferences and management functions. They may also be expected to commute between multiple sites wherever the company employs staff.

• The ASM is responsible for and verifies the accuracy of payroll and personnel files; performs payroll tax reporting; tracks employee benefits, compensation time, vacation time, floating holidays and garnished wages; reports and tracks workers compensation cases, FMLA leaves; tracks current year budget for departments and projects; assists in the preparation of the Quarterly Financial report; assists with information systems projects as needed.

• Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff and the public.

**WORKING CONDITIONS:**

Position requires prolonged sitting, standing, walking, kneeling, squatting and stooping in the performance of daily activities. The position also requires repetitive hand movement and fine coordination in data entry and preparing reports using a computer keyboard. Additionally, the position requires both near and far vision in reading written reports and work related documents. Acute hearing is required when providing phone and personal service. The need to lift, drag and push files, paper and documents weighing up to 25 pounds is also required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.
QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

**Education and/or Experience:**

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for an Administrative Services Manager. A typical way of obtaining the required qualifications is to possess the equivalent of five years’ experience performing increasingly responsible Human Resources and Finance services. BA/BS degree preferred, although long tenure in an equivalent field is acceptable.

**License/Certificate:**

Possession of or ability to obtain, a valid Class C California driver’s license.