



Hidden Valley Lake Community Services District

Administrative Services Manager Job Status: Non-Exempt

This class description is only intended to present a summary of the range of duties and responsibilities associated with the positions. Descriptions **may not include** all duties performed by individuals within the class. In addition, descriptions outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

DEFINITION:

To provide administrative support to the General Manager and Board of Directors and assist the General Manager in the implementation of District policies and procedures, to perform duties pertinent to office administration and operation and to carry out special projects for the District.

DISTINGUISHING CHARACTERISTICS:

This is the advanced management level class in which incumbents perform highly responsible administrative and management duties for the General Manager and Board of Directors and in support of a major function. Incumbents in this class work with substantial independence and assume responsibility for complex duties associated with administrative support and record keeping based on extensive knowledge of District operations, policies, procedures, and practices.

SUPERVISION RECEIVED/EXERCISED:

Receives general direction from the General Manager. Exercises general supervision over administrative support staff.

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

- Gathers and organizes a variety of information and materials for the General Manager and Board of Directors, Prepare and post agendas for District Board meetings and committee meetings; assemble all materials for meeting packets, prepare minutes and committee reports for meetings; attend meetings. Schedules and ensures completion of Board mandatory trainings.
- Performs highly responsible and complex administrative, secretarial and office support functions for the General Manager, Board of Directors, and District staff.
- Prepares correspondence, memoranda, and other items as delegated by the General Manager and Board Members.
- Makes appointments, coordinates meetings with high level executives and maintains appointment calendar for the General Manager and Board of Directors; arranges travel and conference registrations for the General Manager, Board of Directors, and staff; processes expense reports and invoices for reimbursement and payment.
- Serves as a confidential assistant to the General Manager for District administrative functions.
- Maintains all District Records and Files including complete and up-to-date record of all Board actions, Resolutions and Ordinances sufficient to ensure accuracy and easy access.
- Oversee processes mandated by the Public Records Act, FOIA, and other Federal, State and Local "Right to Know" regulations.

- Administers the Fair Political Practices Commission guidelines and the filing of economic interest statements, issues campaign packets.
- Administer clerical tasks for District programs including Employee Relations, insurance, workers' compensation, public information, and education.
- Maintain District insurance records including District vehicle and facility inventory.
- Manage the District Records Retention and Records Destruction Policy.
- Maintain the District website and provide basic IT support for the District.
- Maintain personnel and payroll records; process paperwork for job postings including reviewing applicants/resumes, terminations, and promotions; monitor performance evaluation dates and provide appropriate forms to staff. Provide benefit enrollment assistance; serves as the employee benefit representative and processes benefit related changes.
- Answers the telephone and receives office visitors, providing a variety of information about District policies, programs, and functions; handle vendor/solicitation phone calls and emails.
- Assists in the preparation of the annual budget related to administrative expenses and manages and reviews expenditures for accuracy.
- Serve as a District representative on various committees, as assigned.
- Establishes positive working relationships with representatives of community organizations, state/local agencies, District staff and Board, and the general public.
- Works weekends, evenings and holidays as required, to accommodate the District's needs in addition to responding as a Disaster Emergency Service Worker.
- Performs other related duties as assigned.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

The essential functions of this position may require the employee to perform the following physical activities. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodation.

- Work in an office environment with some exposure to dust, dirt, and hazardous materials.
- Stand, walk, and sit for extended time periods; able to carry, push, pull, reach, and lift objects of light to medium weight; hearing and vision within normal ranges.
- Communicate orally with District management, co-workers, and the public in face-to-face, one-to-one and group settings; regularly use a telephone for communication.
- Read and interpret complex data, information, and documents; analyze and solve complex problems; use math/mathematical reasoning; perform detailed work on multiple concurrent tasks; work with interruptions and interact with all levels of District management, board members, business and community leaders, employees, the public, and others encountered in the course of work.
- Operate office equipment including use of computer and keyboard; work at a desk and computer for extended time periods; look at computer monitor for extended time periods.
- Travel by vehicle while conducting company business.

QUALIFICATIONS:

The following are minimal qualifications necessary for entry into the classification.

Education and/or Experience:

Any combination of education and experience that would likely provide the necessary knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be an associate degree in business Administration, Public Administration, or a closely related field, and five (5) years of secretarial and office administration experience. Additional experience may be substituted for the educational requirement on a year-for-year basis.

Licenses/Certificates:

- Incumbent must possess a valid Class C California driver's license and satisfactory driving record.
- Special District Institute Certification is required and may be completed within the first two years of employment.
- Incumbent must be a Certified Notary.

KNOWLEDGE/SKILLS/ABILITIES:

The following is a representative sample of the KSA's necessary to perform essential duties of the position.

Knowledge of:

- Modern office practices, equipment, and procedures.
- Business correspondence, filing systems, and standard office operations Statistical and record keeping methods.
- Operations, procedures, policies, and precedents of the District.
- Federal, State, and local laws, rules, and regulations relative to the Brown Act; records management; resolutions, ordinances, Political Reform Act; Public Information Act, Elections and Appointments, and related.
- Agenda preparation and distribution requirements for the District Board.
- District organization, functions, and policies.
- Water and sewer related services.
- Personal computer operation and related software applications including word processing, spreadsheet, database, and presentation software.
- Customer service and customer relations practices and principles.
- English usage, spelling, grammar, and punctuation.
- Principles of supervision and work coordination.
- Research methods and techniques.
- Principles and practices of sound business communication.
- Safe work methods and safety regulations.

Ability to:

- Perform a variety of complex and responsible administrative support work for the General Manager and the Board of Directors with speed and accuracy.
- Prepare agenda, minutes, and records for the Board of Directors.

- Take notes and prepare minutes of meetings.
- Keyboard at a minimum speed of 65 words per minute.
- Provide supervision and work coordination for office support staff, as assigned.
- Perform research and prepare documents and reports.
- Operate a variety of office equipment including computers and applicable software at an advanced level.
- Effectively represent the District, including its programs and policies with the public.
- Exercise tact, diplomacy, and discretion in dealing with highly sensitive and confidential information.
- Exercise independent judgment and initiative within established guidelines.
- Establish and maintain effective working relationships with all levels of District management, board members, other elected and appointed governmental officials, media representatives, business and community leaders, employees, the public, and others encountered in the course of work.
- Understand and follow oral and written directions.
- Work effectively with a small group or individually.
- Provide excellent customer service and resolve public concerns and complaints.
- Skillfully and safely operate a motor vehicle when required in the course of performing work duties.

Other Duties:

Perform other related duties as required.