

PUBLIC SERVICES ADMINISTRATIVE SUPERVISOR

Salary Range: 33 (Public Service Employees)

DEFINITION

Under general supervision plans, schedules, assigns, organizes, and directs administrative and business service staff and activities within the Public Services Department, including confidential/administrative projects, Public Services programs and special projects, financial/budget activities, and technological system activities. Coordinates division/department activities with other City divisions and/or departments and provides highly responsible technical support to the Public Services Director.

DISTINGUISHING CHARACTERISTICS:

This position is the full supervisory level class in the Public Services Technician series. Incumbents are responsible for planning, organizing, supervising, reviewing and evaluating the work of assigned Public Services administrative and technician staff. The incumbent is also expected to independently perform a full range of administrative support in the public services series, including analytical, budgetary, fiscal, and supervisory responsibilities, and reports directly to the Public Services Director. This position is distinguished from the administrative/technician classes in that it is a supervisory level position and performs at a more highly complex technical, confidential, administrative and programmatic level.

SUPERVISION RECEIVED AND EXERCISED

The incumbent reports to the Public Services Director, and exercises direct supervision over assigned professional, technical and administrative support personnel.

EXAMPLES OF DUTIES, KNOWLEDGE, AND ABILITIES

Duties may include, but are not limited to the following:

- Plans, develops, organizes, supervises and reviews the work of assigned staff involved in technical and professional administrative activities, including budget monitoring and control, customer service activities, rate design and analysis, and contract administration.
- Evaluates employee performance, counsels employees and effectively recommends initial disciplinary action; assists in selection and promotion.
- Oversees, coordinates, and conducts staff trainings.
- Participates in budget preparation and administration; prepares cost estimates for budget recommendations; submits justifications for staff, equipment, and supplies; monitors and controls expenditures.
- Performs a wide variety of complex, responsible, and confidential administrative duties for the Director of Public Services, including providing analytical support.
- Prepares department-specific bid documents, consultant agreements, resolutions, contracts, requests for proposal, exhibits, notices of completion, and various reports for submission to the City Council.
- Develops, revises and implements Public Services business and strategic plans; prepares and administers grants.

- Conducts administrative projects; researches and compiles background and technical information via various resources and media; prepares independent reports and documentation; maintains records and files regarding department administrative activities.
- Implements goals and objectives; establishes performance standards and methods for activities and operations related to the conduct of administrative, financial, and technology related functions within the Public Services Department; develops and implements policies and procedures.
- Oversees and coordinates financial and technology systems and activities within the department; creates and oversees contracts and agreements.
- Coordinates department administrative and business services activities with other City departments and outside agencies.
- Participates in and manages a variety of special projects; collects and analyzes quantitative and qualitative data; prepares and presents findings and recommendations.
- Responds to inquiries and provides information to the public; investigates complaints and recommends corrective action as necessary to resolve complaints.
- Builds and maintains positive working relationships with co-workers, other City employees, and the public using principles of good customer service.
- Performs other duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

- Principles and practices of public sector finance, budgeting, and accounting
- Basic budget preparation and monitoring, cash control and related accounting practices
- Pertinent local, State, federal rules, regulations and laws related to areas of assignment
- Principles and practices of research methods, and statistical analysis
- Program and project management methods and techniques, including development objectives, budgetary methods and procedures, program and project monitoring and evaluation methods
- Methods and techniques of public, community and business marketing relations and outreach
- Modern office practices, methods and equipment, including personal computer hardware and software
- Principles and practices of supervision, including work planning and assignment, review and evaluation, discipline, and the training of staff in work procedures
- Principles and practices of work safety
- Basic principles, practices, policies, procedures and standards related to City Public Services business activities
- Administrative principles and methods, including goal setting, program and budget development and implementation, personnel management and supervision
- Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs
- Methods and techniques of effective technical report preparation and presentation
- English usage, grammar, spelling, vocabulary, and punctuation
- Techniques for effectively representing the City in contacts with governmental agencies,

community groups, various business, professional, and regulatory organizations and with property owners, developers, contractors and the public.

- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.
- Record keeping principles and procedures

Ability to:

- Organize, implement, and direct Public Services business operations and activities
- Develop and coordinate effective systems, programs, policies, and procedures; recognize needs, analyze problems, develop and evaluate options, make sound recommendations and initiate actions in order to develop more efficient systems, policies, and procedures or resolve problems within established guidelines
- Assist in the development and monitoring of assigned program budgets
- Interpret and explain pertinent departmental and City policies and procedures
- Communicate clearly and concisely, both orally and in writing with City personnel, other agencies, and the public
- Organize work, set priorities, and meet critical time deadlines
- Use tact, initiative, prudence, and independent judgment within general policy, procedural and legal guidelines
- Use English effectively to communicate in person, over the telephone, and in writing
- Establish, maintain, and foster effective working relationships with those contacted in the course of work
- Meet the physical requirements necessary to safely and effectively perform the assigned duties
- Supervise, select, train, motivate, and evaluate the work of staff and volunteers
- Develop, implement, and interpret goals, objectives, policies, procedures, and work standards
- Coordinate department activities with other City departments and agencies as required
- Interpret and apply federal, state and local policies, procedures, laws and regulations
- Prepare specifications and requests for proposals
- Effectively represent the department and the City in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations and individuals
- Establish and maintain effective working relationships with those contacted in the course of the work
- Use computer technology and applications in the performance of daily activities
- Prepare and present clear, concise and logical written and oral reports

Minimum Qualifications:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade and five (5) years of increasingly responsible experience in administration, municipal finance, business services, or a related field, including three (3) years of lead responsibilities;

OR

An equivalent to an Associate's degree with major emphasis in recreation administration, business or public administration, financial management, accounting or a related field, and at least three (3) years of work experience in recreation or closely related program with lead responsibilities;

OR

Equivalent to graduation* from an accredited four-year college or university with major coursework in recreation administration, business or public administration, financial management, accounting, or a related field; and, at least two (2) years of work experience in recreation or closely related program with lead responsibilities.

GENERAL QUALIFICATIONS

License Requirements:

- A valid California class C driver's license with satisfactory driving record is required at the time of appointment. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

Physical Requirements:

Must possess mobility to work in a standard office and/or recreational facility setting and use standard office and/or recreation equipment, including a computer; ability to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone; finger dexterity for simple grasping, fine manipulation and the ability to access, enter and retrieve data using a computer keyboard or calculator and to operate standard office equipment; simple grasping and fine manipulation; frequently bend, stoop, kneel, reach, climb, and walk on uneven surfaces to participate in recreational activities; push and pull drawers open and closed to retrieve and file information; occasionally lift, move, and carry objects that typically weigh up to 40 pounds.

Working Conditions:

Incumbents appointed to this class work primarily in an office and/or recreational facilities environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances; may be exposed to inclement weather conditions while performing some outdoors duties; may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Incumbents may be required to work on evenings, weekends and holidays and attend meetings before or after normal business hours.

FLSA: E

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.