



JULY 2019
FLSA: EXEMPT

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 administrative direction, directs, manages, supervises, and coordinates the activities and operations for the full complement of administrative services provided by the assigned division(s); coordinates assigned activities with other divisions, departments, outside agencies, and other stakeholders appropriate to area of assignment; and provides highly responsible and complex administrative support to the General Manager, Assistant General Manager, and/or Department Head.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision and strategic direction from the General Manager, Assistant General Manager, and/or Department Head. Exercises general supervision of assigned staff and is accountable for the results produced.

CLASS CHARACTERISTICS

This is a division manager level classification. Incumbents in this classification are responsible for managing the assigned function(s) of the District with responsibility for directing programs and operations. Work includes responsibility for budget, staffing, resources, planning and accountability for the assigned function(s) and related decisions. Incumbents apply advanced management principles and strategic thinking to decisions that impact the organization as a whole and the public being served. Incumbents generally serve as advisors and contributors to the next level of management authority on policies, procedures and major District 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 assigned services and activities specific to the area(s) of assignment.
- Ensures the District's safety program and goals are implemented and carried out in the assigned division(s).
- 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; recommends, within departmental policy, appropriate service and staffing levels; coordinate audits related to departmental or program operation and services.
- Plans, directs, coordinates and reviews the work plan for division staff; assigns work activities, projects, and programs; reviews and evaluates work products, methods, and procedures; meets with staff to identify and resolve issues.

- Selects, trains, motivates, and evaluates division personnel; evaluates and review work for acceptability and conformance with District standards; provides or coordinates staff training; works with employees on performance issues and corrects deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.
- Oversees and participates in the development and administration of assigned divisions' annual budget; participates in the forecast of funds needed for assigned functions; monitors and approves expenditures; implements adjustments.
- Meets with other divisions, departments, committees, or other stakeholders to coordinate and implement various projects and programs.
- Serves as the liaison for the assigned division(s) with other divisions, departments, outside agencies, and other stakeholders; 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, Assistant General Manager, and/or Department Head 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 assigned functional areas.
- Responds to and resolves difficult and sensitive issues.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Operations, services, and activities of assigned program areas.
- Advanced principles and practices of public administration.
- Principles and practices of program development and administration.
- Principles and practices of employee supervision, including work planning, assignment, review, evaluation, and training of staff in work procedures.
- Pertinent federal, state, and local laws, codes and regulations.
- Principles and practices of budget preparation and administration.
- Methods of analyzing, evaluating, and modifying administrative procedures.
- Methods and techniques of conflict resolution and negotiation.
- Advanced principles and applications of critical thinking and analysis.
- Decision making techniques.
- Advanced interpersonal skills.
- Principles and practices of budget preparation and administration.
- Methods and techniques of research, statistical analysis, and report preparation and presentation.
- Principles of business letter writing and report preparation.
- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, spreadsheet, and database applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Principles and practices of customer service and techniques for effectively communicating with the public, vendors, contractors, and District staff.

Ability to:

- Oversee and manage comprehensive programs for assigned areas.
- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for assigned divisions.
- Plan, organize, schedule, assign, review the work of staff.
- Select, train, motivate, and evaluate staff; provide training in in work procedures.

- Promote individual growth and development of assigned staff in the performance of work assignments.
- Assist in preparing and administering large program budgets; allocate limited resources in a cost-effective manner.
- 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.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Identify and respond to sensitive community and organizational issues, concerns, and needs.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Interpret and apply federal, state, and local policies, laws, and regulations.
- Maintain confidentiality of critical and sensitive information, and be discreet in handling and processing confidential information and data.
- Ensure adherence to safe work practices and procedures in the workplace.
- Make effective oral and written presentations.
- Effectively communicate in person, over the telephone, and in writing.
- Operate a variety of office equipment including a computer and relevant software applications.
- Utilize a computer, relevant software applications, and/or other equipment.
- 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 OCSD.

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; AND
2. Eight (8) years of increasingly responsible experience performing administrative management duties, including two (2) years of supervisory experience.

Licenses and/or Certifications:

- 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

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; ability to travel to various District sites, projects and/or meetings; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push and pull materials and objects weighing up to 10 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an 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.