

<b>CITY OF OLYMPIA</b>	<b>DATE PREPARED</b>	March 02
<b>CLASS SPECIFICATION</b>  <b>Administrative Services Manager</b>	<b>JOB CODE</b>	1342
	<b>SALARY RANGE</b>	072
	<b>FLSA STATUS</b>	Exempt
	<b>REVISED</b>	N/A (new)

## **POSITION DESCRIPTION**

**Function:** Under the general direction of the Police Chief, independently responsible for concurrently managing and administering a wide range of department level administrative, technical, and support systems, program and complex projects.

**Essential Function:** The information contained in this classification specification is a representative sample of essential and other functions performed in this classification. Specific essential functions are identified for position recruitment or other administrative procedures.

**Example of Duties:** Responsible to manage business, administrative and operational systems and functions that contribute to the overall operations of a department, such as records management systems, crime prevention, community relations, automated information technology systems, annual department budgeting, accounting and auditing systems, clerical support, research and development, long and short range planning, and public information and communications. Plan, control, direct and organize all assigned programs, functions, services, and projects; develop and provide for efficient and effective implementation of long and short-term goals and objectives for assigned areas. Identify and implement cost effective and quality enhancing improvements to systems, business practices, and services. Assure legal, policy and technical system standards, Generally Accepted Accounting Procedures (GAAP), audit procedures and security are maintained. Direct the work of subordinate managers and supervisors. Provide direct and indirect supervision, including hiring, discipline, training and development, and performance evaluation; provide direction, guidance, coaching, mentoring and/or facilitation of individuals and teams. Develop and manage performance standards. Direct and/or oversee all phases of department budget preparation and presentation; assure management and supervisory staff have sufficient information to accurately develop budgets; review and make necessary changes to submitted budget documents; may independently make decision and/or resolve departmental budget and expenditure issues. May design and cause the implementation of departmental budget preparation system. Responsible to develop and prepare budget for specifically assigned operational areas or programs. Develop, implement, oversee, and evaluate effectiveness of department-wide projects and initiatives, such as information technology improvements communications systems, and public service improvements. Communications responsibilities include presentations, staff reports, response to media inquires in routine, controversial, and emergency situations and response to citizen complaints. Serve as lead, sponsor, liaison to, or member of various internal and external committees, organization boards, advisory groups, multi-jurisdictional, inter-disciplinary/inter-departmental project teams.

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As a member of the Department Management Team, responsible to provide management input and professional judgement in the overall management of the department. May be designated to act on the part of the Department Director.

**Contacts:** Incumbents will have frequent contact with subordinates, department staff at all levels, peer managers, department directors, staff from other agencies, members of boards and commissions, elected officials, regulators, auditors, and vendors of products, services, and information. Contacts will generally focus on work coordination, presentations, information-sharing information sharing, project management, evaluation, quality improvement, and program implementation. Contacts with the media and members of the public will vary in frequency and sensitivity, and may be of a stressful nature, such as media interviews or responding to citizen complaints or concerns.

**Supervision:** This position is distinguished from other management positions by having subordinates with full supervisory authority. This position is responsible for full direct supervision of all levels of staff reporting directly to it, and for indirect supervision of staff in assigned functional areas.

**Accountability:** Incumbents are accountable for ensuring that all assigned work units, functions, programs, projects, staff, and resources are operating in compliance with statutes and regulations, are performed in accordance with comprehensive liability prevention standards, and are effective and efficient in providing service to the citizens of Olympia.

**Working Conditions:** Incumbents work in an office environment, which may be noisy, cramped, or shared. Incumbents are subject to frequent interruptions and are frequently under pressure to meet competing deadlines, priorities, and objectives. May work evenings and weekends. May travel to and participate in a variety of meetings, conferences, and events.

## **QUALIFICATION GUIDELINES**

### **Knowledge/Skills/Abilities:**

#### **Knowledge of:**

- Current management, organizational development, and quality improvement principles and practices.
- Personnel management, employee relations, and supervisory principles.
- Municipal budgeting, funding, and generally accepted accounting and auditing principles, practices, and processes.
- Methods of evaluation computer systems effectiveness.
- Current management and automated systems capabilities as they relate to municipal operations, services, and programs.
- Computer systems interrelations, including: hardware, software, peripheral communication systems and personal computers.
- Advanced project management, grant writing, research methodology and statistical analysis techniques.
- Current information technology, records, data base and file management systems and technologies.

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#### **Skills in:**

- Creating and implementing programs to meet stated goals, including marketing, budgeting, funding, and staffing.
- Using a variety of communication skills and methods to prepare and present information to various groups and individuals.
- Managing complex projects.

#### **Ability to:**

- Communicate in a concise and effective manner using a variety of skills, methods, and techniques.
- Analyze issues and problems related to operations, services, and management information to formulate project plans, develop complex programs, present and obtain consensus on recommendations, processes, goals, and solutions.
- Establish and maintain effective working relationships and departments, agencies, boards, commissions and City staff at all levels.
- Plan, organize, supervise, and evaluate the work of others.
- Formulate goals, objectives, and work plans.
- Prioritize, achieve consensus, develop strategic partnerships, elicit cooperation, persuade, resolve conflicts, and coordinate the work of teams, individuals, and task forces.
- Work as a member of a customer service oriented team.

**Education/Experience:** Graduation from a four year college of university and three years increasingly responsible experience managing operations, services, and programs required. Additional related experience may be substituted for the college degree with one-year experience equal to one year of education. Other combinations of education and experience that demonstrate the knowledge, skills, and abilities necessary for successful performance may be considered. Hiring officials may identify desired major areas of study and/or may identify desired experience in specific operations, functions, or programs for recruitment and selection purposes.