

ADMINISTRATIVE SERVICES MANAGER

DEFINITION

To plan, direct, review and oversee the operations of the Administrative Services Department; to coordinate the division's service provision with other City departments, external customers, and citizens; to guide the division's functions to meet city mission and goals and to support other internal customer departments in achieving missions and goals; and to provide highly responsible and complex administrative support to the City Manager.

To perform all of the assigned duties in accordance with the City of Vancouver's Operating Principles; to develop and maintain collaborative and respectful working relationships with team members and others; and to consistently provide quality service to the citizens of Vancouver.

SUPERVISION RECEIVED AND EXERCISED

Receives general administrative direction from the City Manager.

Exercises direct supervision over professional, technical, and clerical staff.

ESSENTIAL AND OTHER FUNCTION STATEMENTS--*Essential and other important responsibilities and duties may include, but are not limited to, the following:*

Examples of Essential Functions:

Perform all duties in accordance with the City of Vancouver's Operating Principles.

Work and act as a team player in all interactions with other city employees.

Provide a high level of customer service at all times; project and maintain a positive image on behalf of the City of Vancouver with those contacted in the course of work.

Serve as a member of the City's executive leadership team coordinating with the City manager and deputy city managers on policy and service issues impacting multiple city departments or citywide issues.

Direct and monitor a comprehensive program through assigned management staff to develop and implement division goals, objectives, policies, and priorities that provide quality delivery of City services; provides administrative guidance to ensure effectiveness of service delivery.

Contribute to the effective administration of City government by fostering an attitude among staff that encourages cooperation and coordination of efforts and efficient use of resources.

CITY OF VANCOUVER
Administrative Services Manager (*continued*)

Examples of Essential Functions:

Create a learning environment where employees are given the opportunity to participate in decisions and affect positive change in their area of the business, where solutions are made at the lowest possible level.

Attend City Council and other board or commission meetings to present professional recommendations and advice on complex policy or operational issues or to lead staff in such presentations.

Represent the City in matters of concern to unions and associations representing City employees; may act as a member of management's labor negotiations team; serve as hearing officer for grievance procedures.

Direct the development and implementation of the budget and budget related issues for the service functions within the division.

Assume full management responsibility for the City's Administration Services Department, guiding and coordinating the activities of all department divisions to ensure the quality of customer service that internal and external customer expect.

Select methods and resources to achieve results and solve internal/external customer problems while creating an environment where the City's Operating Principles are the foundation of service provision.

Formulate and administer long-term plans and policies for all divisions of the Administrative Services Department.

Represent the City Manger in a variety of internal, inter-governmental and communication activities; respond to and resolve difficult and sensitive citizen inquiries and complaints; promote and maintain responsive community resolutions.

Continuously monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; assess and monitor work load, administrative and support systems, and internal reporting relationships; identify opportunities for improvement; direct the implementation of changes.

Select, train, motivate and evaluate department personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.

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Examples of Other Functions:

Participate on a variety of boards and commissions; attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of public administration.

Assist in the daily administrative functions of the City.

Respond to and resolve difficult and sensitive citizen inquiries and complaints.

Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Principles of group facilitation and problem solving.

Working knowledge of City organization and the interrelationships of departments and other agencies.

Advanced analytical, customer/public relations and communication skills both verbal and written.

Advanced interpersonal skills to build and maintain effective working relationships with a diverse variety of internal and external customers and contacts.

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Considerable knowledge of municipal organizations and operational characteristics and activities of an administrative services division.

Organization and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Ability to:

Direct, guide, and facilitate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility in a manner conducive to full performance and high morale.

Comprehend, interpret, and explain rules, regulations, legal requirements and policies to a diverse audience and advocate for the interest of the City and the division in a variety of forums.

CITY OF VANCOUVER
Administrative Services Manager (*continued*)

Ability to:

Identify and respond to City Manager and City Council issues, concerns and needs.

Develop, implement and administer goals, objectives, and procedures for providing effective and efficient services.

Prepare and administer large and complex budgets, allocating limited resources in a cost-effective manner.

Lead a management team in analyzing problems, identifying alternative solutions, projecting consequences of proposed actions and implementing recommendations in support of goals.

Select, coach, mentor and supervise staff.

Facilitate staff in the development and implementation of new service delivery methods, procedures and techniques.

Establish and maintain effective working relationships with those contacted in the course of work including City and other government officials, community groups, the general public, and media representatives.

Communicate clearly, tactfully and persuasively, orally and in writing to a variety of audiences.

Absorb and analyze information rapidly, draw sound conclusions and make decisions and recommendations quickly which address technical, legal, financial and people-related consequences.

Ability to remain flexible and be creative while coordinating the diverse activities of various department and citywide programs.

Work effectively with others to achieve personal, team, department and Citywide goals.

Demonstrate respect and cooperation in all interactions; support and reinforce team decisions.

Anticipate customer needs and give high priority to customer service and satisfaction.

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Administrative Services Manager (continued)

Experience and Training Guidelines

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

Experience:

Six years of increasingly responsible administrative experience in a municipal government, including three years of administrative and supervisory responsibility.

Training:

Equivalent to a Bachelors degree from an accredited college or university with major course work in business administration, public administration or a related field. A Master's degree is high desirable.

Special Requirements:

Flexible work hours with some evening or weekend work.

Residency within the city limits is required within 90 days of hire.

WORKING CONDITIONS

Office environment.