

ASSISTANT DIRECTOR OF ADMINISTRATION

DEFINITION

Under administrative direction, plans, organizes, manages, and provides direction and oversight for major functions of the Santa Clara County Housing Authority (Agency) Administration Department including human resources, risk management, safety and training, procurement, and customer service/reception; fosters cooperative working relationships and coordinates assigned activities with other Agency departments, regulatory and other agencies, and the public; provides highly responsible and complex professional assistance to the Deputy Executive Director, and Executive Management Team in areas of expertise; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Deputy Executive Director. Exercises general direction and supervision over management, supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

This is a senior management classification that oversees, directs, and participates in all activities of the Administration Department, including short- and long-term planning and development and administration of departmental policies, procedures, and services. This class provides assistance to the Deputy Executive Director, and Executive Management Team in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, Agency functions and activities, and the ability to develop, oversee, and implement the Agency's human resources and risk management, procurement and contracts, and customer service/reception programs. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering Agency goals and objectives within general policy guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assumes full management responsibility for all Administration Department programs, services, and activities, including human resources, risk management, procurement and contracts, and customer service/reception.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department; establishes, within Agency policy, appropriate budget, service, and staffing levels.
- Manages and participates in the development and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
- Contributes to the overall quality of the department's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and Agency needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Conducts regular departmental and/or unit and one-on-one meetings with staff to discuss current and future projects and activities; presents and resolves various issues and problems; provides guidance to staff on various work processes.
- Ensures adequate controls are implemented and that all programs and services are of the highest quality by providing administrative oversight to an internal quality assurance process based on the Agency's mission, philosophy, and the outcome standards of the Agency; leads and coordinates various external and internal audit processes and/or requests for information, and ensures administered programs are in compliance with mandated guidelines, rules, regulations, and procedures.

- Participates in negotiations during meet-and-confer sessions with the employee organization; develops bargaining strategies; administers the provisions of existing employee agreements; represents the Agency in matters of concern to the association representing Agency employees.
- Directs the Agency's employee training and development programs; identifies staff training needs and develops in-house training or identifies and hires external trainers.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Deputy Executive Director.
- Attends executive management and senior management meetings; attends and participates in professional group meetings, stays abreast of new trends and innovations in the fields of human resources, procurement, and other assigned areas.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Oversees the agency's safety and ergonomics program and serves as Co-Chair of the Emergency Response Team.
- Oversees the solicitation and bid process for contracts, ensuring compliance with the Procurement Policy, and federal and state regulations and statutes.
- Conduct a variety of organizational and operational studies, research and investigation on modifications and implementation of programs, policies and procedures.
- Performs other duties as assigned.

QUALIFICATIONS

Education and Experience:

A bachelor's degree from an accredited four-year college or university with major coursework in human resources management, public or business administration, or a related field and seven (7) years of increasingly responsible management experience in a large public agency and/or community or social services agency with five years (5) years in a supervisory capacity. Master's degree preferred.

Licenses and Certifications:

None.

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Budget development and Agency-wide administrative practices related to the functions of the assigned area.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles and practices of comprehensive human resources, risk management, procurement and contracts, and customer service/reception program development, implementation, and management.
- Applicable federal, state, and local laws and Agency resolutions, policies, and procedures relevant to assigned area of responsibility.
- Methods and techniques for the development of presentations, contract negotiations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Modern office administrative and secretarial practices and procedures, including the use of standard office equipment and computer applications.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for effectively representing the Agency in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Agency staff.

Ability to:

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
- Provide administrative and professional leadership and direction for the department and the Agency.
- Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.
- Interpret, apply, and explain federal, state, and local laws and regulations, and policies, procedures, and practices.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer a variety of administrative programs and activities.
- Conduct effective negotiations and effectively represent the Agency and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- 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.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Agency and meeting sites; 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 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 up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances, duties of this class may be performed in an environment with exposure to various odors/fragrances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.