

DIRECTOR OF ADMINISTRATIVE SERVICES

DEFINITION

Under administrative direction, leads, manages, and directs the Administrative Services Department at the Housing Authority (Agency); provides highly responsible and complex management support to the Executive Director and Deputy Executive Director in executing the long-term vision for the Agency under the direction of the Board of Commissioners; provides leadership to the department to enable division head(s) to effectively and efficiently maximize available resources; ensures quality services to stakeholders, constituents, and customers; coordinates assigned activities with government officials, outside agencies, and the public; fosters cooperative working relationships among Agency departments and with intergovernmental and regulatory agencies and various public and private groups; provides highly responsible and complex professional support to the Executive Director and Deputy Executive Director in areas of expertise; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Deputy Executive Director or Executive Director. The work provides for a wide variety of independent decision-making, within legal mandates, general policy and regulations. Exercises general direction and supervision over senior management, supervisory, professional, technical, and administrative staff through subordinate levels of management and supervision.

CLASS CHARACTERISTICS

This is an executive management classification in which the incumbent oversees, directs, and participates in all activities of the Administrative Services Department, including short- and long-term planning, policy development and administration, and implementing human resources, labor relations, information technology, procurement, operations, facilities, and customer service functions. The incumbent regularly interacts with the Deputy Executive Director, Executive Director, the Agency Board, and division heads in managing and coordinating Agency-wide human resources, information technology, procurement, and operations programs. Successful performance of the work requires knowledge of public policy, Agency functions and activities, and the ability to develop, oversee, and implement specialized projects and programs. Responsibilities include coordinating the activities among all Agency departments and managing and overseeing the complex and varied programs, projects, and activities of the assigned function. The incumbent is accountable for accomplishing Agency-wide planning and operational 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.

- Plans, organizes, leads, and directs the services and activities of the Administrative Services Department and all of its programs, including human resources, labor relations and negotiations, employee training and development, information technology, procurement and contract management, operations, facilities, and customer service.
- Participates in the Executive Management team on the implementation of the strategic vision including fostering and cultivating stakeholder relationships on local, state, and national levels, as well as assisting in identifying new funding opportunities and drafting of prospective programmatic budgets and determining cost effectiveness of prospective service delivery.
- Develops the department's strategic plan and manages the development and implementation of goals, objectives, policies, procedures, and work standards for the department; assigns department staff as required to optimize the efficiency and effectiveness of the overall department's performance.
- Selects, trains, motivates, and evaluates assigned staff, mentors and works with staff to correct deficiencies, engages in succession planning and leadership development, and implements discipline and termination procedures.
- Directs and coordinates the preparation of analyses and recommendations regarding policy issues and long-range plans; advises the Deputy Executive Director and Executive Director regarding policy issues, programs, and projects to meet Agency, affiliate, community, and client needs.
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- Contributes to the overall quality of the department's and Agency's service provision 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.
- Implements directives and policies from the Board, Deputy Executive Director and Executive Director; provides guidance to other department heads and management to coordinate and implement assigned programs and projects; meets with other department heads to identify and resolve organizational and operational problems within departments and across departmental lines; ensures the successful operation of programs and projects.
- Coordinates the development and administration of the department budget; forecasts funds needed for departmental operations; monitors expenditures and ensures compliance with approved budget parameters.
- Manages the administration of Agency human resources programs and initiatives; ensures Agency human resources policies, procedures, and programs are compliant with pertinent State and Federal laws and regulatory requirements; oversees the labor relations function including the negotiation, implementation, and administration of labor contracts.
- Oversees the development and administration of employee training and development programs and initiatives; ensures Agency employee participation in training and certification programs required legally or by regulation.
- Oversees and manages the development and maintenance of information technology infrastructure and governance; evaluates and approves Agency-wide hardware and software purchases and upgrades; develops long-term information systems strategies to plan for and control network upgrades and growth; oversees the implementation of new technologies; encourages innovation among technical staff in the utilization and implementation of ideas and techniques.
- Manages Agency procurement activities and ensures compliance with legal and regulatory requirements related thereto; develops, implements, and administers procurement policies and procedures; negotiates and administers contracts with vendors and third-party service providers; ensures vendor compliance with contract provisions.
- Oversees Agency operations functions including facilities maintenance and security, fleet maintenance and management, and Agency-wide custodial and landscaping services; ensures through subordinate staff adherence to maintenance schedules and standards as well as the proper security of Agency facilities, equipment, fleet, and property.
- Manages Agency customer service functions and activities.
- Represents the Agency in meetings with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Conducts a variety of Agency-wide organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Prepares, reviews, and presents monthly reports and memoranda on recommendations for Board of Commissioners or affiliate entity boards' actions; attends and participates in professional group meetings; stays abreast of new trends and innovations related to areas of assignment.
- Monitors changes in laws, regulations, and technology that may affect Agency or departmental operations; implements policy and procedural changes as required.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Executive Director.
- Performs other duties as assigned.

QUALIFICATIONS

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.
- Agency-wide administrative practices and general principles of risk management related to the functions of the assigned area.
- Organization and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.

- Principles and practices of comprehensive human resources, information technology, procurement, and operations program development, implementation, and management.
- Technical, legal, financial, and public relations problems associated with the management of administrative services programs.
- Applicable federal, state, and local laws and Agency resolutions, policies, and procedures relevant to assigned areas 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 practices, methods, and computer equipment and applications related to the work.
- 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.
- 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 services programs and activities.
- Interpret, apply, and explain federal, state, and local laws and regulations, and policies, procedures, and practices related to the assigned areas of responsibility.
- 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.

Education and Experience:

A master's degree from an accredited college or university with major coursework in human resources management, business or public administration, or a closely related field, and ten (10) years of experience in a progressively responsible leadership role in public administration and/or including seven (7) years of supervisory experience.

Licenses and Certifications:

Possession of, or ability to obtain by the time of appointment, a valid California driver's license.

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.