

### Position Description

<b>Position Title:</b>	Administrative Services Manager	<b>Department:</b>	Administrative Services
<b>Reports to:</b>	Director of Administrative Services	<b>Employment Status:</b>	Full-Time
<b>FLSA Status:</b>	Exempt	<b>Date Created:</b>	June 5, 2024
<b>Representation Status:</b>	Unrepresented	<b>Date Revised:</b>	

### Summary

The primary purpose of this position is to manage the day-to-day administrative functions and activities within the Administrative Services Department and to provide highly responsible and complex management support to the Director of Administrative Services in executing Agency goals and priorities. The Administrative Services Manager assists in establishing goals, objectives, strategies, policies, and procedures related to administrative service activities including procurement, legal, , business continuity, and insurance, risk and safety programs; continuously evaluates, plans, strategizes, assesses, and monitors all aspects of administrative services to effectively and efficiently maximize available resource; and works in close collaboration with internal and external stakeholders to carry out the goals of the Administrative Services department.

The essential duties and responsibilities listed below support the Santa Clara County Housing Authority's ("SCCHA") mission, strategic goals, and objectives.

### Essential Duties and Responsibilities

*The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.*

- Provides leadership and plans, organizes, and manages activities of the Administrative Service Department including 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.
- Manages the work of staff including assigning, planning, and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, selecting new employees, training staff, acting on employee problems, and recommending and implementing discipline.
- Interprets, applies, and explains federal, state, and local laws and regulations, and policies, procedures, and practices of assigned position. Assists with drafting regulations, policies and procedures that govern the procurement program. Balances the need to meet operational goals with compliance requirements.
- 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 the comprehensive insurance of the Agency and Affiliated properties including property, casualty, and general liability insurance contracts, loss prevention and control; provides oversight to staff administering insurance renewals, monitoring insurance coverage, and ensures adequate insurance is maintained.

### **Position Description**

- Manages the administration of the agency's surplus property disposition program; ensures the appropriate transfer and disposal of surplus property.
- Participates in the management of risk, safety, and business continuity programs and plans including emergency response, safety, and workers' compensation.
- Trains and provides direction to staff on the agency's administrative services and related activities.
- Uses sound judgment in accomplishing administrative activities of the agency, ensures fair, impartial, and equitable treatment, and seeks the best value and greatest overall benefit for the agency.
- Prepares annual departmental budget, and tracks expenditures against the budget; ensures performance within budget.
- Prepares and presents clear and concise reports, correspondence, policies, procedures, and other written materials. Researches, analyzes, and evaluates new service delivery methods, procedures, and techniques.
- Evaluates, recommends, and develops improvements in operations, procedures, policies, or methods.
- Prepares and presents clear and concise reports, correspondence, policies, procedures, and other written materials. Researches, analyzes, and evaluates new service delivery methods, procedures, and techniques.
- Conducts research projects, evaluates alternatives, makes sound recommendations, and prepares effective reports including staff and Board reports.
- Effectively represents the Department and the Agency in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Establishes and maintains a variety of filing, record-keeping, and tracking systems.
- Organizes and prioritizes a variety of projects and multiple tasks in an effective and timely manner; organizes own work, sets priorities for self and others, and meets critical timelines/deadlines.
- Uses tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establishes, maintains, and fosters positive and effective working relationships with those contacted in the course of work.

### **QUALIFICATIONS**

#### **Education and/or Experience**

*Any equivalent combination of education and experience likely to provide the required core competencies may be considered. A typical combination that is qualifying may include:*

A bachelor's degree from an accredited four-year college or university in public administration, accounting, business administration, finance, management systems, planning, or related field, and at least five (5) years combined experience performing work in public contracting and procurement, legal services, administrative operations, facilities and fleet management, business continuity plans, and insurance, risk and safety programs, preferably with a housing agency or government agency, including two (2) years of supervisory experience.



## Position Description

Experience with federal and state regulations governing public purchasing, contract services, property, casualty, and general liability insurance, loss prevention and control, and risk management and safety is preferred. A Certified Public Purchasing Officer (CPPO) and/or Certified Associate Contracting Manager (CACM) is highly desirable.

Possession of a valid California Driver's License and satisfactory driving record at the time of appointment is required as a condition of initial and continued employment only if the operation of a vehicle, rather than the employee's ability to get to/from various work locations in a timely manner, is necessary to perform the essential functions of the position.

### Core Competencies

*This position requires the incumbent to exhibit the following behaviors, knowledge, skills and abilities:*

**Advancing Inclusivity and Leveraging Diversity:** Works to create a culture of inclusivity where individuals of diverse cultures, demographics, interpersonal styles, abilities, motivations or backgrounds are and feel valued for their unique perspective and talent; inspires and makes the most effective use of the capabilities, insights and ideas of all individuals.

**Commitment:** Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

**Customer/Client Service:** Meets/exceeds the expectations and requirements of internal and external customers and clients; identifies, understands, monitors, and measures the needs of both internal and external customers and clients; talks and acts with customers and clients in mind. Values and recognizes work colleagues as customers.

**Effective Communication:** Ensures important information is clear, concise and organized to be passed to those who need to know verbally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others. Actively listens and understands the audience to adapt messages appropriately. Applies knowledge of methods and techniques for the development of effective presentations, business correspondence, and information distribution based on audience needs.

**Initiative:** Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

**Integrity:** Exhibits honesty with oneself, coworkers, and customers. Stands up for what is fair, honest, ethical, and morally right even, in the face of opposition.

**Job Knowledge and Skill:** Exhibits requisite knowledge, skills, and abilities to perform the position effectively including public procurement and contracting rules such as contracting and procurement procedures, types and methods, including formal advertising, negotiation, fixed-price and cost contracts, use of special provisions and incentives and unique regulatory requirements pertinent to diverse procurements; comprehensive insurance including property and general liability; risk control and safety regulations including Workers' Compensation, Cal/OSHA, and established risk and control techniques (risk assessment, risk mitigation and risk management); Department of Housing and Urban Development ("HUD") regulations; Federal, and State programs, policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned position. Uses appropriate judgment & decision making in accordance with level of responsibility; and research and report on various topics using a broad range of methods, techniques, and procedures.



## Position Description

**Judgement & Decision Making:** Exhibits sound reasoning and critical thinking skills by making decisions in line with established Agency expectations. Make decisions in compliance with the law and Agency policies and subordinate personal interests and views while representing the Agency acting in an official capacity.

**Responsiveness and Accountability:** Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

**Strategic Capability and Leadership:** Serves as a role model to others by keeping the agency's mission, vision and values at the forefront of decision making and action; applies administrative and leadership principles and practices to work, including strategic goal setting and program and policy development, implementation, and evaluation; supports a culture of professional employee development through mentoring and coaching; provides direction by effectively supporting and/or setting course of action for department, direct reports, and team members.

**Supervising and Managing Team Success:** Operates effectively within the agency and monitors, supervises and manages, people, resources and risk. Has knowledge of and ability to apply principles and practices of workforce management and employee supervision in the analysis and evaluation of projects, programs, policies, procedures, and operational needs; monitors people and program performance by providing regular feedback and reinforcement to direct reports and team members.

**Teamwork:** Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed; establishes, maintains, and fosters positive and effective working relationships with those contacted in the course of work.

**Technical Skills:** Exhibits requisite knowledge, skills and ability to perform duties using computers and peripheral equipment, and software skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn computer software programs as required by assigned tasks.

## Work Environment/Physical Demands

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances; however, 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. 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, virtually 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.



**Position Description**

**Read and Acknowledged**

---

**Employee Signature**

---

**Date**

---

**Employee Name [printed]**