

March 13, 2012
Council Meeting

Honorable Mayor and Members
of the City Council City Hall
Torrance, CA

**SUBJECT: HR - Approve the Proposed Class Specification for
Administrative Services Manager**

EXPENDITURE: None.

RECOMMENDATION

The Human Resources Manager and the Civil Service Commission recommend that the City Council approve the proposed class specification for Administrative Services Manager

FUNDING: None – this is for the approval of the class specification only.

BACKGROUND AND ANALYSIS

On December 12, 2011 the Civil Services Commission approved the revised Administrative Services Manager class specification. The proposed class specification has been broadened so that it may be utilized in any City department.

In the Civil Service Commission item staff mistakenly indicated that the position was the conversion of a position in the Fire Department. However, the position that was referenced to provide assistance and oversight as part of the Chief's Office is not at the level of Administrative Services Manager but a Business Manager.

The primary duties of the classification include managing, developing, and implementing administrative functions, projects, and programs for the Department. This classification performs a variety of difficult and complex professional and analytical assignments in support of department and citywide programs.

The Qualification Guidelines section includes knowledge and ability statements required at entry and those required to successfully perform the duties as an incumbent gains experience in the position. Knowledge and Abilities statements were added to the section to reflect the changes to the class specification.

Respectfully submitted,
CIVIL SERVICE COMMISSION



Melissa Wright, Vice Chair



Melody P. Lawrence
Human Resources Manager

NOTED:



LeRoy J. Jackson
City Manager

Attachments: Civil Service Commission Meeting December 12, 2011

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December 12, 2011
Commission Meeting

Honorable Chair and Members
of the Civil Service Commission
City Hall
Torrance, CA

Subject: Approval of the Revised Class Specification for Administrative Services Manager

RECOMMENDATION

The Human Resources Manager recommends that your Honorable Body approve the revised class specification for the Administrative Services Manager and forward it to the City Council for adoption.

BACKGROUND

As a result of a restructuring of the Fire Department, a Fire Battalion Chief position (that was assigned to the Administrative Division) is being converted to an Administrative Services Manager position. The Administrative Services Manager manages, develops and implements administrative functions, projects, and programs for the Department. When the Administrative Services Manager was created as a position in the Public Works Department but was never implemented. The proposed class specification has been broadened so that it may be utilized in any City department.

The proposed class specification for Administrative Services Manager (Attachment 1) is submitted for your review and approval.

ANALYSIS

The primary duties of the classification include managing, developing, and implementing administrative functions, projects, and programs for the Department. This classification performs a variety of difficult and complex professional and analytical assignments in support of department and citywide programs. The following have been added to the Examples of Duties:

- Participates in the preparation and administration of the department's operating budget.
- Plans and directs the work of staff including: training, assigning, reviewing, evaluating work performance, coordinating activities, maintaining standards, allocating personnel, participates in the selection of new employees, acting on employee problems and recommending employee discipline.
- Oversees and participates in a variety of organizational and operational studies.
- Provides advice and interpretation regarding personnel policies, practices, procedures and memoranda of understanding.
- Performs research, prepares reports, and recommends action on a variety of administrative matters including personnel actions and employee relations matters.
- Participates in investigations and makes recommendations regarding discipline and grievance matters and harassment and discrimination complaints.
- Participates in the development, implementation, and evaluation of personnel policies, procedures and programs.

The Qualification Guidelines section includes knowledge and ability statements required at entry and those required to successfully perform the duties as an incumbent gains experience in the position. Changes to the Knowledge and Abilities statements are listed below:

Knowledge of:

- Research and report writing methods and techniques
- Computer software applications related to data analysis and report preparation
- City codes and ordinances, and administrative rules and regulations affecting departmental operations
- Public relations and customer service techniques, including telephone etiquette.
- City and Department Mission including strategic goals and objectives.

Ability to:

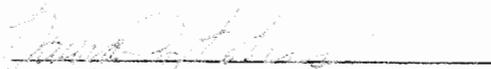
- Exercise judgment and tact in the application of rules, regulations, policies, and procedures in dealing with others in difficult or sensitive situations.
- Shift priorities as departmental workload demands require.
- Maintain confidentiality and exercise sound judgment

There are no additional changes to the class specification

Respectfully submitted,

By 
Melody Lawrence
Human Resources Manager

CONCUR:


Laura Lohnes
Civil Service Manager

Attachments:

- 1) Revised Class Specification for Administrative Services Manager
- 2) Existing Class Specification for Administrative Services Manager

Administrative Services Manager

Definition

Under general direction, manages, develops, and implement administrative functions, projects, and programs for the Department. Performs a variety of difficult and complex professional and analytical assignments in support of department and citywide programs; performs related duties as required.

Distinguishing Characteristics

The Administrative Services Manager is distinguished from the Department Head in that the incumbent is not responsible for managing the entire Department. Distinguished from Administrative Analysts in that the analysts do not have administrative responsibility over a division of the department. Work is performed within a broad framework of general policy and requires creativity and resourcefulness to accomplish goals and objectives and to apply concepts, plans and strategies that may require non-traditional methods to achieve established goals and objectives. The incumbent exercises broad judgment in defining work objectives and determining methods and systems to meet objectives. Work is reviewed for overall results.

Supervision Exercised/Received

Receives general direction from a higher level manager or Department Director, provides direct supervision to professional and support staff.

Examples of Essential Duties

The following duties represent the principal job duties, however, they are not all inclusive.

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- Manages, develops, administers and strategically plans key department administrative functions, projects, and programs.
- Develops, implements and evaluates plans, policies and procedures to achieve annual goals and objectives.
- Administers and monitors department programs to achieve goals, objectives, and work standards.
- Participates in the preparation and administration of the department's operating budget.
- Plans and directs the work of staff including, training, assigning, reviewing, evaluating work performance, coordinating activities, maintaining standards, allocating personnel, participating in the selection of new employees, acting on employee problems and recommending employee discipline.
- Conducts complex analyses, researches projects, and studies and reviews analytical activities within the department.
- Researches, recommends, coordinates and participates in grant preparation and administration.
- Composes comprehensive, concise and effective reports on complex matters to diverse technical and non-technical audiences.
- Prepares reports and recommendations for City Council and commission agenda items.
- Attends and conducts meetings as required.
- Implements and maintains Federal, State, and local mandates.
- Oversees and participates in a variety of organizational and operational studies.
- Provides advice and interpretation regarding personnel policies, practices, procedures and memoranda of understanding.
- Acts as department liaison with outside agencies, local and State officials.

- Acts as department liaison with internal and external teams, committees, the community and interest groups.
- Performs research, prepares reports, and recommends action on a variety of administrative matters including personnel actions and employee relations matters.
- Participates in investigations and makes recommendations regarding discipline and grievance matters and harassment and discrimination complaints.
- Participates in the development, implementation and evaluation of personnel policies, procedures and programs.
- Coordinates with Human Resources staff regarding Worker Compensation matters.
- Ensures compliance of City administrative and departmental policies and procedures and pertinent laws, policies, rules and regulations.
- Stays abreast of current developments in public administration and management; applicable ordinances, laws and regulations; and advanced research techniques and information source.

Examples of Other Duties

The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties.

- Participate on external committees, boards and task forces etc., as appropriate.
- Negotiates and administers contracts with vendors and outside agencies.
- Receives and responds to and resolves difficult and sensitive inquiries and complaints.
- Develops and reviews reports and other documents submitted by subordinates.
- Performs related duties as required.

Qualification Guidelines

Knowledge of:

- Public administration principles and practices; operations and functions of municipal government.
- Management and supervisory principles and practices.
- Program development and implementation principles and practices.
- Budget preparation and administration principles and practices.
- Grant application and administration methods and techniques.
- Negotiation and contract administration methods and techniques.
- Project management methods and practices.
- Applicable Federal, State, and local regulations.
- High quality customer service methodology and principles.
- Research and report writing methods and techniques.
- Computer software applications related to data analysis and report preparation.
- City codes and ordinances, and administrative rules and regulations affecting departmental operations.
- Public relations and customer service techniques including telephone etiquette.
- City and Department Mission including strategic goals and objectives.
- General City operations.

Ability to:

- Perform responsible and difficult administrative support duties involving the use of independent judgment and initiative.
- Recommend and implement goals and objectives for providing effective services.
- Analyze complex issues, evaluate alternative solutions, develop sound conclusions, and recommend a course of action.

Administrative Services Manager
 Class Code: EPA1
 Class Description: 20 - Service

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- Coordinate and participate in various complex organizational studies, analyses, and projects.
- Consolidate and monitor budget processes for the department.
- Administer contracts.
- Plan, organize, assign, coordinate and manage the activities of professional and support staff, and outside contractors.
- Interpret and apply Memoranda of Understanding, City ordinances and administrative rules and regulations affecting departmental operations and personnel matters.
- Develop, understand, interpret laws and execute rules, regulations, policies and procedures.
- Present proposals and recommendations effectively in public meetings.
- Develop clear, concise, and comprehensive studies, reports, and agenda items.
- Exercise judgment and tact in the application of rules, regulations, policies, and procedures in dealing with others in difficult or sensitive situations.
- Shift priorities as departmental workload demands require.
- Maintain confidentiality and exercise sound judgment.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective relationships with the City Council, public officials, department heads, staff, community organizations, and others encountered in the course of work.
- Operate a computer and other office equipment.

License and/or Certificate

Must possess and maintain an appropriate, valid California driver's license.

Education and/or Experience

Any combination of education and experience that provides the required knowledge and abilities is qualifying. A typical way of obtaining the necessary knowledge, skills and abilities is:

Bachelor's degree in public administration or a closely related field and five (5) years of progressively responsible professional experience with a public agency that includes performing administrative analysis, inter-agency coordination, development and maintenance of procedures and systems, which includes at least one (1) year of management or supervisory experience.

Special Requirements

Performance of the essential duties of this position includes the following physical demands and/or working conditions:

Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another, requires sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as data entry and the use of calculators. Tasks require sound and visual perception and discrimination, as well as oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions.

Career Ladder Information

Knowledge gained in this classification in addition to related work experience, training and course work may serve towards meeting the minimum requirements for promotion to Director.

Administrative Services Manager

Definition

Under general direction, manages, develops, administers and strategically plans key Public Works Department administrative functions, projects, and programs for water, sewer, and solid waste. Performs a variety of difficult and complex professional and analytical assignments in support of department and citywide programs, performs related duties as required.

Distinguishing Characteristics

The Administrative Services Manager is distinguished from the Public Works Director in that the incumbent is not responsible for managing the entire Public Works Department. Distinguished from Administrative Analysts in that the analysts do not have administrative responsibility over a division of the department. Work is performed within a broad framework of general policy and requires creativity and resourcefulness to accomplish goals and objectives and to apply concepts, plans and strategies that may require non-traditional methods to achieve established goals and objectives. The incumbent exercises broad judgment in defining work objectives and determining methods and systems to meet objectives. Work is reviewed for overall results.

Supervision Exercised/Received

Receives general direction from the Public Works Director, provides direct supervision to professional and support staff.

Examples of Essential Duties

The following duties represent the principal job duties; they are not all-inclusive.

- Manages, develops, administers and strategically plans key department administrative functions, projects, and programs.
- Monitors programs to achieve goals, objectives, and work standards.
- Administers and monitors department programs, including but not limited to, the Capital Improvement Program, National Pollutant Discharge Elimination System (NPDES), and Solid Waste Management.
- Prepares and administers the department's operating budget and the Capital Improvement Program budget.
- Conducts complex analyses, researches projects, and studies and reviews analytical activities within the department.
- Researches, recommends, coordinates and participates in grant preparation and administration.
- Composes comprehensive, concise and effective reports on complex matters to diverse technical and non-technical audiences.
- Develops and maintains the Department Business Plan for Enterprise Funds including rate studies for water, sewer, and sanitation.
- Tracks NPDES requirements and coordinates with other divisions of the department.
- Manages and maintains Work Management System (WMS) for the department.
- Negotiates and administers contracts with vendors and outside agencies.
- Implements and maintains Federal, State, and local mandates.
- Acts as department liaison with internal and external teams, committees, the community and interest groups.
- Acts as department liaison with outside agencies including the Metropolitan Water District California (MWD), the Integrated Waste Management Board (CIWMB), the Water Replenishment

Administrative Services Manager

Grade 1075

Class Code: A-47

Class Description: City Service

- District (WRD), the West Basin Municipal Water District (WBMWD) and the Regional Water Quality Control Board (RWQCB).
- Acts as the department liaison with local and State officials including the California Department of Health Services (CDHS) and the Los Angeles County Department of Health Services (LACDHS).
- Provides staff support to the Torrance Water Commission in as much as prepares agenda for and assists in conducting commission meetings.
- Acts as liaison for the Torrance representative who is a member on the Metropolitan Water District Board of Directors.
- Ensures compliance of City administrative and departmental policies and procedures and pertinent laws, policies, rules and regulations.
- Manages the work of staff including coaching staff for improvement and development, training, assigning, reviewing and evaluating work performance, coordinating activities, maintaining standards, allocating personnel, selecting new employees, acting on employee problems and recommending and implementing employee discipline.
- Stays abreast of current developments in public administration and management, municipal fiscal policy, financing and procedures, applicable ordinances, laws and regulations, and advanced research techniques and information source.

Examples of Other Duties

The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties.

- Receives and responds to and resolves difficult and sensitive inquiries and complaints.
- Develops and reviews reports and other documents submitted by subordinates.
- Performs related duties as required.

Qualification Guidelines

Knowledge of

- Operational and engineering characteristics, services and activities of a Public Works Department including administrative, financial and/or operational functions.
- Public administration principles and practices, operations and functions of municipal government.
- Management and supervisory principles and practices.
- Program development and implementation principles and practices.
- Budget preparation and administration principles and practices.
- Grant application and administration methods and techniques.
- Negotiation and contract administration methods and techniques.
- Applicable Federal, State, and local regulations.
- High quality customer service methodology and principles.
- Principles, practices, techniques and skills applicable to the management of forecasting business trends, customer service, marketing, account management and activities to promote and develop the efficient usage of drinking water and recycled water.
- City ordinances and administrative rules and regulations affecting departmental operations and personnel matters.
- General City operations.

Ability to

- Perform responsible and difficult administrative support duties involving the use of independent judgment and initiative.
- Recommend and implement goals and objectives for providing effective services.

Administrative Services Manager
 Class Code: P240
 Class Designation: C - Certificate

October 2009

- Analyze complex issues, evaluate alternative solutions, develop sound conclusions, and recommend a course of action.
- Coordinate and participate in various complex organizational studies, analyses, and projects.
- Consolidate and monitor budget processes for the department.
- Administer contracts.
- Manage the work of subordinates including coaching staff for improvement and development, training, assigning, monitoring and evaluating work performance, counseling and disciplining staff and resolving grievances.
- Plan, organize, assign, coordinate and manage the activities of professional and support staff, and outside contractors.
- Interpret and apply Memoranda of Understanding, City ordinances and administrative rules and regulations affecting departmental operations and personnel matters.
- Develop, understand, interpret laws and execute rules, regulations, policies and procedures.
- Present proposals and recommendations effectively in public meetings.
- Develop clear, concise, and comprehensive studies, reports, and agenda items.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective relationships with the City Council, public officials, department heads, staff, private community organizations, and others encountered in the course of work.
- Operate a computer and other office equipment.

License and/or Certificate

Must possess and maintain an appropriate, valid California driver's license.

Education and/or Experience

Any combination of education and experience that provides the required knowledge and abilities is qualifying. A typical way of obtaining the necessary knowledge, skills and abilities is:

Bachelor's degree from an accredited college or university in public administration or a closely related field and at least five (5) years of progressively responsible professional experience with a public agency that includes performing legislative and administrative analysis, interagency coordination, development and maintenance of procedures and systems, which includes at least two (2) years of management or supervisory experience.

One (1) year of experience in the municipal water utility industry is preferred.

Special Requirements

Performance of the essential duties of this position includes the following physical demands and/or working conditions:

Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another, requires sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as data entry and the use of calculators. Tasks require sound and visual perception and discrimination, as well as oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions.

Career Ladder Information

Knowledge gained in this classification in addition to related work experience, training and course work may serve towards meeting the minimum requirements for promotion to Public Works Director.