



# JOB DESCRIPTION

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|----------------------|----------------------------|-------------------------|----------|
| <b>POSITION</b>      | Director of Administration | <b>SAFETY SENSITIVE</b> | No       |
| <b>SALARY RANGE</b>  | Range 53                   | <b>ESTABLISHED DATE</b> | 05/15/19 |
| <b>FLSA STATUS</b>   | Exempt                     | <b>REVISION DATE(S)</b> | 01/05/23 |
| <b>HOURS – FT/PT</b> | Full Time                  |                         |          |

## SUMMARY

Under administrative direction, the incumbent plans, organizes, coordinates, and manages multiple District administrative programs, including customer service, utility billing, development service, procurement, facilities/property management, Information Technology, and regulatory and legislative coordination. The incumbent provides responsible and complex administrative and operational support to the General Manager; formulates and implements policies and procedures; oversees administrative budgets; frequently interacts with staff, consultants, and the general public; and performs related work as assigned. May serve as the District Public Information Officer.

## DISTINGUISHING CHARACTERISTICS

The position is responsible for performing diverse and complex work involving matters of significance, which will require strong interpersonal, leadership, communication, and problem-solving skills; the ability to work without extensive supervision; and the ability to prioritize, lead, and direct. This employee must function as a member of the District's executive management team and participate actively in addressing issues of concern to the District, which at times may not be directly related to the employee's area of specialization. The incumbent is responsible for handling extremely complex, sensitive, and confidential tasks with tact and discretion.

## SUPERVISION RECEIVED/EXERCISED

This position receives general direction from the General Manager. This position will supervise, lead, and provide training for assigned employees.

## EXAMPLES OF DUTIES

*Job Descriptions are only intended to present a description summary of the range of duties and responsibilities associated with specified position. Therefore, job descriptions **may not** include all duties performed by individuals within the position. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to this class.*

### Essential Functions:

#### Administrative

- Plan, organize, control, manage, and evaluate the work of the District's administrative programs, including customer service, development service, procurement, facilities/property management, Information Technology, and regulatory and legislative coordination.
- Assist in the development and implementation of goals, objectives, and policies of the District; recommend, maintain, interpret, update, and implement various District policies and procedures while ensuring regulatory and legal requirements are met.
- Select, train, evaluate, motivate, and supervise assigned staff; review work for acceptability and conformance with District standards; provide or coordinate assigned staff training; work with staff to correct deficiencies; and respond to questions.
- Provide highly complex staff assistance to the General Manager; prepare and present to the Board of Directors; perform a variety of public relations work as directed.
- Manages the District's Administrative documentation processes by preparing, maintaining, and/or completing various documents; reviewing, reconciling, approving/denying, a variety of documents, reports, invoices,

timecards, requests, etc.; and administers filing and recordkeeping procedures in accordance with record retention requirements.

- Attends and participates in professional organizations and group meetings; stays abreast of new trends, innovations, and laws in the field of administrative services; monitors changes in regulations that may affect District operations; and implements policy and procedural changes after approval.
- Collaborate with legal counsel for proactive professional advice on critical strategic and various legal issues in an effort to support the District.
- Oversees, develops, and administers departmental budgets; monitors and approves expenditures for assigned budgets. Seeks and coordinates grants for departmental programs (i.e. facilities).
- Responds to outside agency requests and coordinates appropriate processes, interfaces with the public and Board of Directors; provides wide-ranging assistance to staff and the public in person, on the phone, or by email.

#### Customer Service & Utility Billing

- Direct, manage, supervise, train, and coordinate the Customer Service & Utility Billing program, including but not limited to creating and maintaining related policies and procedures, account maintenance, payment processing, customer billing, assessment billing, collections, resolution of customer issues and concerns, meter reading, meter installation, maintenance, and repair, coordinate activities with other departments, outside agencies, and/or the public.
- Research, analyze, and resolve escalated customer issues, including those from subordinate staff, superiors, or the Board; communicates results of analysis and the decision reached verbally or in written format to the customer, superiors, and the Board as required; provide feedback to staff on how actions positively or negatively impacted a District customer.

#### Development Service

- Oversee, manage, and coordinate the activities of the development program, including but not limited to creating and maintaining development related policies and procedures; tracking and maintaining records on well drilling activity; working with customers, developers, contractors, and/or District employees to ensure the District's requirements and Rules and Regulations are implemented throughout the development process.
- Oversee, manage, and coordinate development agreements, such as will/will-not serves, fire flow letters, easement acquisition, conditional approvals, reimbursement agreements, construction agreements, facility dedications, mainline extensions, development-related insurance compliance, and other related development documentation.

#### Procurement

- Oversees, develops, implements, and maintains the District's purchasing program, including but not limited to, the development of purchasing policies, guidelines, and procedures, contract administration, vendor management, grant activities, and inventory control activities. Manages prevailing wage compliance and reporting.
- Administers, manages, and oversees purchasing processes including but not limited to purchasing document management (i.e., POs, requisitions, W9's, etc.), contract administration, change orders, vendor management, vendor insurance, bidding process, request for proposals (RFP) process, evaluates proposals and recommends awards, participate in the preparation and negotiations of contracts, grant document management, and inventory control activities.

#### Facilities/Property

- Maintains records for all district facilities and property; facilitates property acquisition and monitors tax sales; oversees admin building interior/exterior maintenance and custodial functions; makes recommendations for facilities maintenance.

#### Information Technology

- Acts as the liaison between the district and the IT administrator to assist in the coordination of software/hardware maintenance and upgrades. Create, and maintain, internal documentation to track IT inventory on-hand and inventory issuance. Maintain, and update, IT policies, processes, and procedures.
- Update and maintain assigned District website pages; monitor and make corrections as needed; recommend and implement improvements to the website.

Legislative

- Monitor and analyze proposed local, state and federal law, regulations, and court decisions for their impact on District practices and operations; recommends and implements policy and procedure changes consistent with requirements. Report to the General Manager and Board as needed for upcoming anticipated legislative changes.

Regulatory

- Coordinate, maintain documentation and serve as the Districts coordinator working with other District department heads to facilitate all regulatory compliance tasks ensuring all tasks and deadlines are met, and the District is in compliance with regulations. Such regulatory agencies include National Pollutant Discharge Elimination System (NPDES), Mojave Desert Air Quality Management District (AQMD), State Water Resources Control Board (SWRCB), San Bernardino County, Environmental Protection Agency (EPA), National Environmental Policy Act, California Environmental Quality Act, CalPERS, EDD, IRS, and any other applicable regulatory agency.

Other

- Establishes and maintains cooperative working relationships with staff, vendors, outside agencies, and the public.
- Performs other duties related to the classification as assigned.
- Regular attendance at the work site.

**MINIMUM QUALIFICATIONS**

*The following are representative of the qualifications necessary to perform the essential duties of the position.*

Any combination of education and experience which would likely provide the necessary knowledge and abilities may be qualifying.

**Experience:**

- Eight (8) years of increasingly responsible experience in administrative, customer service, and/or financial work, including four (4) years in a supervisory role. Public agency experience is highly desired.

**Education and/or Training:**

- High School Diploma or equivalent;
- Equivalent to graduation from an accredited four-year college or university with major coursework in business management or public administration, or closely related field. Graduate degree in business administration, public administration or management is desirable.

**Other Requirements:** Must possess and maintain a California Class “C” Driver’s License.

**PERFORMANCE EXPECTATIONS: KNOWLEDGE, SKILLS, AND ABILITIES**

*The following are representative examples of KSA’s necessary to perform the essential duties of the position.*

**Knowledge of:**

- Operational characteristics, services, and activities of administrative matters.
- Principles and practices of program development and administration.
- Principles of leadership supervision, training, and performance evaluation.
- Administrative principles and practices, including goal setting; program development; and budgetary development and controls.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, and training in workplace procedure.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned functional areas.

- Relevant Federal, State, and local laws, codes, and regulations.
- Practices in researching issues, evaluating alternatives, making sound recommendations, and preparing and presenting reports.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- Modern office practices, methods, and computer equipment and applications.

**Skills in:**

- Possess strong organizational skills.
- Possess strong computer skills in Microsoft 365.
- Possess college-level writing skills both in the drafting of technical documents and professional correspondence.
- Possess strong verbal and written communication skills.

**Ability to:**

- Develop and implement goals, objectives, policies, procedures, and work standards.
- Administer complex and technical administrative services programs in an independent and cooperative manner.
- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
- Evaluate and develop improvements in processes and procedures.
- Analyze, interpret, summarize, and present administrative information and data in an effective manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare technical reports.
- Effectively represent the District with government agencies, community groups, various businesses, and with professional and regulatory organizations.
- Research, analyze, and evaluate new service delivery methods, procedures, and technique.
- Prepare clear and concise reports, correspondence, procedures, and other written materials.
- Oversee and coordinate the maintenance of administrative records and files.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner, organize own work, set priorities, and meet critical deadlines.
- Effectively use computer systems, software, and modern business equipment to perform a variety of work tasks.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Prepare and monitor budgets.
- Communicate clearly, concisely, and effectively, both orally and in writing and give presentations to small and large groups.
- Travel to attend meetings, conferences, training, and other relevant events.
- Establish and maintain cooperative, respectful and effective working relationships with those contacted in the course of work including District employees, officials, vendors, and the general public.

**PHYSICAL AND MENTAL DEMANDS**

*The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**Physical Demands:** Subject to reasonable accommodation in accordance with the requirements of the Americans with Disabilities Act (ADA) and the California Fair Employment and Housing Act (FEHA), possess the ability to lift and/or carry objects (no greater than 20 lbs.) on an infrequent basis. Ability to bend, twist, turn, push, pull and reach routinely, as well as perform repetitive motion tasks on a regular basis. Ability to sit for extended time periods and use office equipment such as computer terminals, copies, and fax machines on a regular basis. Requires normal range hearing and vision. Ability to stoop, kneel and crouch occasionally.

