

SAN BERNARDINO MUNICIPAL WATER DEPARTMENT CLASSIFICATION SPECIFICATION

TITLE: ADMINISTRATIVE SERVICES MANAGER

DATE: 7/19/2021

JOB CODE: 51720

FLSA STATUS: EXEMPT

UNIT REPRESENTATION: MID-MGMT

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DUTIES SUMMARY

Under direction of the Deputy General Manager, to plan, direct, manage, and supervise the programs and activities of the Customer Service, Billing and Collections, Cashiering, Meter Reading/Field Services, and Fleet sections; to coordinate assigned activities with other divisions, City departments and external agencies; and perform other related duties as required.

DISTINGUISHING CHARACTERISTICS

This single position class provides highly responsible support to the Deputy General Manager and oversees the Customer Service, Billing and Posting, Collections, Field & Meter Services, and Fleet sections along with the supervisors of those areas. This class is characterized by the responsibility to develop, manage, and coordinate the policies, programs, and operations of a complex organization. Incumbents exercise decision-making authority. Direct supervision is exercised over technical, and/or clerical staff.

EXAMPLES OF DUTIES

The following duties are typical essential duties for positions in this classification. Any single position may not perform all of these duties and/or may perform similar related duties not listed here:

- Provide courteous and expeditious customer service to the general public and City and Department staff;
- Perform the duties of a mid-level supervisory classification;
- Plan, organize, and coordinate, through subordinate supervisors;
- Direct and assign the work and staff in: Customer Service, Billing and Collections, Cashiering, Meter Reading, Field Services, and Fleet;
- Develop and implement goals, objectives, policies, procedures, programs, and priorities as needed to improve the quality and efficiency of services;

- Provide leadership and work with staff to ensure a high-performance, customer service-oriented work environment which supports achieving the Department's goals; apply process improvement and quality management principles to assigned areas of responsibility;
- Oversee completion of the work of outside contractors, consultants, and/or vendors to ensure contract requirements are met; resolve performance issues;
- Develop and administer the sections' annual budgets;
- Select, train, motivate and evaluate subordinate staff;
- Administer and interpret Department policies and regulations to subordinates regarding safe work practices, affirmative action, employee organizations, etc.;
- Prepare and maintain annual budgets and approve expenditures for activities and program related operations;
- Supervise and negotiate the collection of final and overdue bills, deposits, and charges;
- Ensure that legal requirements are fulfilled;
- Establish, monitor, and evaluate the efficiency and effectiveness of service delivery methods and procedures; Identify opportunities for improvement;
- Provide or coordinate training;
- Work with employees to correct deficiencies;
- Implement disciplinary process when appropriate;
- Enforce, monitor, and evaluate Department safety policies;
- Serve as a liaison with other City departments and outside agencies;
- Provide responsible staff assistance to the Deputy General Manager;
- Conduct a variety of organizational studies, investigations, and operational studies;
- Recommend modifications as appropriate;
- Develop and cultivate the development and maintenance of effective relationships with customers, community groups, civic organizations, and the public;
- Manage special projects ;
- Participate in a variety of committees and professional group meetings;
- Stay informed of new trends and innovations in the area of technology, programs, and business administration practices relevant to the administration services section;
- Assess and monitor workload and administrative and support systems.

QUALIFICATIONS

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

Knowledge of:

- Modern office practices and procedures;
- Modern practices of personnel supervision and training;
- Rules and regulations governing water services;
- Theory, principles, and methodology of computerized customer service;
- Principles of public relations;
- Strong working knowledge of: Microsoft Word, Microsoft Excel, Microsoft PowerPoint.

Ability to:

- Supervise and schedule through subordinate supervisors;
- Develop annual budget;
- Make decisions in accordance with regulations and established policies;
- Develop and implement goals, objectives, policies, and procedures;
- Administer and interpret Department policies;
- Conduct studies, investigations, and operational studies;
- Train, evaluate, select, and recommend the advancement or discipline of subordinates;
- Process and resolve employee grievances;
- Organize and direct the collection and analysis of various information and billing data;
- Understand and carry out oral and written instructions;
- Prepare clear and concise reports;
- Maintain accurate records;
- Establish and maintain effective relationships with those contacted in the course of work;
- Maintain a driving record which meets Vehicle Code Standards and is acceptable to the Department and its insurance carrier;
- Operate a vehicle observing legal and defensive driving practices.

MINIMUM QUALIFICATIONS

Education: Graduation from high school, or equivalent;

Associates degree and/or Bachelor's degree in Public or Business Administration or closely related field preferred;

And

Experience: Minimum of five (5) years administrative level experience with a mid to large customer service organization to include five (5) years in a supervisory position, utility experience preferred.

NECESSARY SPECIAL REQUIREMENTS

An employee within this classification may be designated as a “key responder” and as such shall be required to respond to non-normal working hour emergency operational conditions.

Possession of a valid Class “C” California driver’s license. For out of state applicants, a valid driver’s license is required and a valid Class “C” driver’s license must be obtained within ten (10) days of appointment (CA Vehicle Code 12505c).

PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS

There is frequent need to stand, sit, stoop, walk, and perform other similar actions during the course of the workday. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

Incumbents require sufficient mobility to work in an office and/or field setting and operate office equipment, transport materials and supplies weighing up to 25 pounds, and to travel to various locations. Must be able to see in the normal visual range with or without correction with vision sufficient to read small print, computer screens and other printed documents. Must be able to hear in the normal audio range with or without correction.

Job Description:

BOWC Approved:

5/15/2001

Rev/Title Change:

6/6/2006

Rev:

4/7/2015

6/20/2017

7/13/2021

Testing Standards App Review/ Supp App Review