



Ross Valley Sanitary District Business and Administrative Services Manager

DEFINITION:

Under general direction of the General Manager, manages District services for both external customers (wastewater billing, permitting, financial assistance programs, and community relations) and internal customers (finance, Human Resources and benefits administration, information technology, contracts administration, and risk management).

DISTINGUISHING CHARACTERISTICS:

The Business and Administrative Services Manager provides a broad range of District-wide services and community support services. This position is responsible for compiling and analyzing organizational Key Performance Indicators, benchmarks, and metrics to provide periodic reports on District performance.

SUPERVISION RECEIVED AND EXERCISED:

This position reports to the General Manager. Direct reports are: Accounting and Financial Analyst and Administrative Coordinators.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

This list of duties and responsibilities is illustrative only, and is not a comprehensive listing of all the duties and responsibilities performed by positions in this class:

- Supervise department employees including directing work, conducting performance evaluations, coordinating training, and implementing hiring, and discipline and termination procedures;
- Communicate status of work to General Manager as appropriate;
- Collaborate with colleagues on District projects and policy and procedure development and implementation;
- Ensure delivery of safety training for department staff;
- Plan, organize, and manage departmental fiscal, information, and administrative services which include activities associated with budgeting, accounting, benefits administration, human resources, purchasing, departmental policies and procedures, organizational analysis, District-wide information systems, and reporting to governmental agencies;
- Coordinate facilities management;
- Administer risk management program, insurance coordination, accident reports, DMV pull program;
- Coordinate compilation and analysis of District-wide Key Performance Indicators and preparation of periodic reports;

- Develop, implement and maintain Department goals, objectives, policies, and procedures; review and evaluate work methods and procedures; ensure that goals are achieved;
- Consult with General Manager and department managers in the formulation of major administrative policies;
- Oversee the selection, training, and performance evaluation of department staff;
- Ensure compliance with applicable federal, state, and local laws, codes, and regulations;
- Interpret and enforce a variety of laws, codes, ordinances, regulations, and standards; coordinate, review, evaluate, and recommend improvements to administrative and financial internal control systems and procedures to insure audit compliance;
- Direct and participate in preparation of records and reports ensuring timeliness, accuracy, and compliances with laws, ordinances, and regulations;
- Provide internal consultation on financial, human resource, contract and grant management, information management, risk management, and intergovernmental relation issues to management team;
- Oversee issuance and administration of outside service contracts for professional services and product purchases, requests for proposal, contract negotiations, and management of contracts;
- Establish and maintain effective working relationships with other governmental agencies and organizations;
- Develop, propose, and administer budget and monitor department expenses;
- Perform analytical studies of organizational, budgetary, and administrative systems and processes; recommend and implement approved changes in department methods, systems, and procedures;
- Supervise the budgetary and fiscal control program;
- Oversee reporting systems to governmental agencies and audit processes;
- Develop and implement standard operating procedures;
- Develop and promote District community outreach program;
- Present reports of District financial status and operations to the Board of Directors;
- Oversee administration of permit issuance and compliance;
- Represent the District before governmental agencies and community groups;
- Oversee District human resources activities and functions, including coordination of external Human Resource services;
- Enter and retrieve data from electronic data processing systems; establish and update information, documents, and correspondence; update computer system files;
- Utilize the Computerized Maintenance Management System (CMMS) to analyze data and prepare reports;
- Attend professional meetings; stay current on issues, laws, regulations, and technology relevant to departmental operations;
- Serve as a resource for District personnel, the Board of Director, other organizations, and the public; coordinate pertinent information, resources, and work teams to support a positive and productive environment;

- Provide support to Board of Director services, preparation of the agendas, and Board packets and reports;
- Oversee emergency preparedness related to department functions;
- Perform other duties as assigned.

REQUIREMENTS

Knowledge:

- Best practices of public agency budget development, programs and systems management, human resources administration,
- Principles of operations and functions of special district administration;
- Research methodology, report writing and statistics, personnel and supervisory techniques, information equipment and specific systems;
- Group dynamics and leadership;
- Written and oral communication, including language mechanics, syntax, and English composition;
- Standard office equipment, and computer hardware and software;
- Purchasing and inventory management.

Skills and Abilities:

- Effective verbal and written communication skills including public presentation skills;
- Plan and organize research and statistical work relating to Finance and Administration;
- Understand, interpret, and apply rules, regulations, ordinances, and federal and local legislation;
- Present reports and data before Board of Directors, community members, and government agencies;
- Supervise the work of professional and support staff;
- Understand and manage personnel functions and benefits administration;
- Maintain working relationships with management, employees, Board members, and representatives of external agencies;
- Perform data collection and analysis pertaining to administrative, fiscal, and management matters;
- Proficient in modern Computerized Maintenance Management System (CMMS) as it relates to wastewater collection systems;
- Use electronic equipment, Microsoft Office Suite, and specialized software.

Interpersonal Skills:

- Collaborative problem identification and solution development;
- Communication that maintains productive working relationships and facilitates a useful exchange of information.

MINIMUM QUALIFICATIONS

Education, Training, and Experience:

Any combination of education and experience that provides the knowledge, skills, and abilities required for this position. A typical way of obtaining the required qualifications is to possess the equivalent of:

- Five years of broad and extensive experience in financial and administrative management in a public agency, preferably in public utility and/or wastewater industry, including at least three years in a responsible management capacity;
- A Bachelor's degree in accounting, public administration, finance, or related field.

Licensing, Certification, and Registration:

Possession of the following licensures, certifications, and/or registrations is desirable:

- Must possess a valid California Driver's License and maintain insurability with the District's liability insurance coverage during course of employment;
- Possession of an advanced degree and/or CPA certification.

PHYSICAL WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Positions in this class typically require:

Prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a keyboard.

Additionally, the position requires near and far vision in reading correspondence, statistical data and using a computer keyboard to enter and retrieve data. Acute hearing is required when providing telephone and personal service. Ability to lift, drag, and push files, paper, and documents weighing up to 25 pounds is required.

The noise level in the work environment is quiet to moderate.

Pre-employment Requirements:

A pre-employment drug screen is required; no physical examination is required.

A pre-employment credit check is required.

FLSA Status: Exempt

Employment Status: At Will, Management

Approved by: Ross Valley Sanitary District Board of Directors

Date: April 20, 2016

Date: June 1, 2016 Title Change from Customer Support Services Manager