

MANAGEMENT SERVICES ADMINISTRATOR

DEFINITION

Under administrative direction, plans, administers and implements a broad human resources program and other administrative projects, including recruitment and selection, employee relations, job analysis and classification, compensation and benefit strategy development, plan implementation, worker's compensation and employee performance evaluation and recognition; provides expert professional assistance to District management staff in areas of expertise; fosters cooperative working relationships among District departments and other governmental and regulatory agencies; responsible for tracking property insurance issues and interacting with the District's insurance carriers, and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Administrative direction is given by the General Manager. No direct supervision of staff is exercised.

CLASS CHARACTERISTICS

This single-position management classification directs and personally performs all activities of the human resources function and other job related management activities. Responsibilities include coordinating the activities of the function with those of other District departments and ensuring that the District has an up-to-date and proactive human resources plan to support management and employees. The incumbent is accountable for accomplishing functional and operational goals and objectives and for furthering District goals and objectives within general policy guidelines.

EXAMPLES OF DUTIES (Illustrative Only)

- Develops and implements recruitment and selection processes to ensure that vacancies are filled in a timely manner from a group of qualified candidates; prepares job postings and recruitment strategies; ensures equal employment opportunity for all candidates.
- Performs or directs the performance of job analysis and classification studies; conducts compensation studies and participates in the development of compensation and benefit strategies.
- Facilitates employee relations activities, such as establishing negotiation schedules; researching proposals and cost implications; and providing assistance to management, supervisors and staff in the interpretation of MOUs and the processing of grievances.
- Administers District benefit plans; orients and enrolls employees; conducts annual open enrollment; communicates benefit and policy updates; acts as liaison with benefit carriers to address claims issues; reviews and coordinates payment of employee insurance premiums, and works closely with the third-party administrator to process claims and administer the workers' compensation program.
- Coordinates employee development, training, work evaluation and recognition programs.
- Serves as legislative analyst for the District, analyzing and preparing reports regarding proposed legislation, which may affect the operations of the District.

EXAMPLES OF DUTIES (Illustrative Only) (Continued)

- Serves as the District's risk manager in matters relating to worker's compensation, liability and property damage claims; ensures that safety issues and concerns of employees and the public are addressed.
- Prepares written correspondence, reports, policies, procedures, transmittals, and other written materials.
- Maintains insurance, policy and official personnel files; ensures the confidentiality of such files.
- Submits property insurance claims to District's insurance provider and manages follow-up activities.
- Monitors changes in laws, regulations and technology that may affect the human resources function; implements policy and procedural changes as required.
- Uses a variety of standard office equipment, including a computer, in the performance of the work.

QUALIFICATIONS

Knowledge of:

- Principles and practices of human resources in a public agency setting.
- Principles, practices and techniques of recruitment, selection, equal employment opportunity and employee orientation.
- Principles of job analysis, classification, compensation and benefit analysis and administration.
- Practices and techniques of employee relations, including negotiations and the interpretation of laws, regulations and memoranda of understanding.
- Basic principles, practices and procedures of public administration in a public agency setting.
- Basic principles of risk management.
- Basic functions and services of public agency management.
- Applicable laws, codes and regulations.
- Computer applications related to the work, including MS Word, Excel and PowerPoint.
- Records management principles and practices.
- Techniques for providing a high level of customer service to the public, representatives of other agencies, and District staff, in person and over the telephone.

Skill in:

- Planning, organizing, administering, coordinating, reviewing and evaluating a comprehensive public agency human resources program.
- Assisting, developing and implementing goals, objectives, policies, procedures, work standards and internal controls for the function.
- Interpreting, applying and explaining complex laws, codes, regulations and ordinances.
- Planning and implementing effective recruitment, testing and selection practices.
- Developing and maintaining equitable and consistent human resources programs and plans related to job analysis and classification and compensation, benefits and employee relations functions.
- Making effective presentation to groups.

Skill in: (Continued)

- Maintaining accurate records and files.
- Effectively representing the District in meetings with employee groups, governmental agencies, applicants, contractors and various professional and regulatory organizations.
- Organizing own work, setting priorities, effectively multi-tasking and meeting critical deadlines.
- Preparing clear and concise reports, correspondence, policies, procedures and other written materials.
- Using tact, initiative, prudence and independent judgment within general policy and legal guidelines.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

Education:

Equivalent to graduation from a four-year college or university with major course work in human resources, business or public administration, public policy or a field related to the work. A Master's Degree is desirable and/or.

Experience:

Ten years of administrative or professional experience related to the human resources function. Experience in public agency setting is desirable and profession human resources certification.

License:

Must possess a valid California class C driver's license and have a satisfactory driving record.

Physical Demands:

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen and hearing and speech to communicate in person and over the telephone.