



JOB DESCRIPTION

JOB TITLE:	Administrative Services Manager	FLSA:	Exempt
DEPARTMENT:	Human Services	GRADE:	M2
REPORTS TO:	Human Services Director	DATE:	10/06/2016

SUMMARY OF JOB PURPOSE:

Responsible for managing office support staff and diverse activities for multiple functional areas or units for a County department; performs varied project and administrative support work.

ESSENTIAL FUNCTIONS:

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.

- Plans, organizes, manages and reviews diverse office and general administrative support activities through subordinate supervisors and/or lead staff.
- Coordinates activities and services with those of other divisions, County departments and governmental agencies to meet the needs, goals and objectives of the department; assists in setting such goals and objectives.
- Develops and implements procedures for and directs administrative activities such as personnel selection, coordinated records management and storage, clerical support and related activities.
- Researches operational and administrative problems, evaluates alternatives, recommends solutions, and implements adopted changes.
- Performs difficult or complex accounting or financial office support work; reviews and reconciles varied reports and journals and budget, payroll or related financial or business data; audits and verifies various information, including source data as well as manual and computer-produced reports. May include grant writing and management.
- Performs significant administrative support and/or coordinate work for the department head or designated manager, often with department-wide implications.
- Supervises and reviews the work of subordinate supervisory and office support staff; trains staff in specific departmental and unit policies and procedures.
- Evaluates employee performance and effectively recommends employee selection, initial disciplinary action and other personnel activities.
- Provides for the training and development of assigned staff.
- Answers inquiries, provides information and may act as media representative. Resolves complaints from the public or employees regarding assigned functions and activities, which often requires the use of judgment and the interpretation of policies, rules and procedures.
- Compiles operational, budget and other statistical data and information, maintains various records, and prepares special and periodic reports.

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.



ADMINISTRATIVE SERVICES MANAGER

ESSENTIAL FUNCTIONS: (continued)

- Contributes to the overall quality of the department's service provision by developing and coordinating work teams and by reviewing, recommending and implementing new or improved policies and procedures.
- Enters, maintains, validates and produces reports on records within various databases.
- Maintains agency compliance with federal, state and local laws.
- Represents the County with dignity, integrity, and a spirit of cooperation in all relationships with staff and the public.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and Experience:

Associate's degree in business administration, or a related field; AND four (4) years of administrative support experience; OR an equivalent combination of education, training and experience.

Required Knowledge and Skills:

Knowledge of:

- Principles and practices of employee supervision, including selection, work planning, organization, performance review and evaluation, and employee training and discipline.
- Principles and practices of developing teams, motivating employees and managing in a team environment.
- Office management practices and procedures, including records management and the operation of standard office equipment.
- Principles and practices of public administration.
- Applicable federal, state and local laws, codes and regulations.
- Use of specified computer applications involving the design and management of databases or spreadsheet files and the development of special report formats.
- Correct business English, including spelling, grammar and punctuation.
- Techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the telephone.
- Budgetary practices and terminology.
- Records management principles and practices.



ADMINISTRATIVE SERVICES MANAGER

Skill in:

- Planning, organizing, supervising, reviewing and evaluating the work of others.
- Training others in policies and procedures related to the work.
- Developing and implementing goals, objectives, policies, procedures and work standards.
- Budgetary practices and terminology.
- Developing effective work teams and motivating individuals to meet goals and objectives and provide customer services in the most cost effective and efficient manner.
- Understanding, applying and explaining office and administrative processes and procedures.
- Compiling and summarizing information and preparing periodic or special reports.
- Preparing clear and concise reports, correspondence and other written materials.
- Analyzing and resolving varied office administrative problems.
- Using initiative and independent judgment within established procedural guidelines.
- Organizing, prioritizing and coordinating work activities, coordinating multiple activities and meeting critical deadlines.
- Contributing effectively to the accomplishment of team or work unit goals, objectives and activities.
- Dealing successfully with the public, in person and over the telephone.

REQUIRED CERTIFICATES, LICENSES, AND REGISTRATIONS:

Continued employment is contingent upon all required licenses and certificates being maintained in active status without suspension or revocation.

- Nevada Driver's License
- May require Notary Public certification
- May require CNC/NCIC/NCJIS certification and biannual re-certification
- May require certifications related to specific duties

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Mobility to work in a typical office setting and use standard office equipment; stamina to remain seated for extended periods of time; strength to lift and carry up to 20 pounds; vision to read printed materials and a computer screen; and hearing and speech to communicate in person or over the telephone.