

KITSAP COUNTY CLASS SPECIFICATION

TITLE: DCD ADMINISTRATIVE SERVICES MANAGER

DEPARTMENT: Community Development

REPORTS TO: Director, Community Development

SUPERVISES: Office Assistants 1, 2, 3; Department Computer Systems Technician 2; Fiscal Technicians 2, 3; Program Specialist

GENERAL STATEMENT:

The incumbent plans, organizes, and manages all administrative, fiscal, personnel and technology operations in the Department of Community Development, including assisting the Director in the development and implementation of all associated policies in these areas and advising the Department's Leadership Team on the appropriate policies to be implemented, while ensuring that federal, state, and county laws/ordinances are followed. The position leads the development of the Department's budget in conjunction with established Division work plans and performance measures, monitors execution of the budget and advises the Director and the leadership team on budgetary issues. This position is responsible for the Department's Citizen Response Management System, a system designed to provide information to the public regarding Community Development services, and setting operational policies. The position is also responsible to ensure administrative support is provided to all line divisions as necessary and, as the technology manager, is responsible for the systems administration of the Department's permitting system.

Work assignments are received with little or no instruction and require considerable discretion in defining a plan of action and carrying tasks through to completion. Work is reviewed and coordinated with the Director for effective plan development in compliance with department goals, policies and codes.

ILLUSTRATIVE EXAMPLES OF DUTIES: (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Essential Job Functions:

Manage Fiscal Operations:

Formulate and execute department budget. Analyze budget and advise Department leadership team of budgetary concerns or issues. Approve expenditures consistent with established work plans, performance measures, goals and objectives. Administer complex budgeting and accounting functions for the Department. Establish and maintain comprehensive fiscal processes, procedures, and controls, in accordance with Federal, State, and local regulatory requirements.

Manage the department budget by monitoring and analyzing projections vs. actual expenditures and revenue realized. Prepare and distribute monthly division expenditure and revenue reports. Review trends and advises leadership team on budgetary issues based on projected year end position.

Advise leadership team on fee based revenue issues related to the fee recovery policy.

Oversee all Department procurement activities, reconciliation and inventory management, including contractual agreements for services.

Anticipate and initiate necessary budget transfers, as required between accounts.

Oversee the review of all expense vouchers for accuracy prior to submittal.

Advise Division Managers to accurately track grant budgets, and prepare and submit bills for departmental grants to facilitate reimbursement to Kitsap County for appropriate expenditures.

Provide accurate cash forecasting and reporting by compiling, consolidating and analyzing all cash information - receipts/disbursements, account balances, payables, purchasing commitments, etc.; maintain periodic year-to-date cash reports.

Coordinate and oversee the preparation of annual auditing information required for grant accountability.

Recommend and implement approved policies and procedures to assure effective functioning of the accounting activities of the department and assure compliance with accounting standards and requirements.

Conduct periodic internal audit of accounting programs, expenditures, and activities to assure compliance with local, state and federal requirements and with any applicable grant or contract requirements. Conduct special studies or analysis of various accounting problems.

Supervise the coordination or preparation of interfund billings to outside agencies for department.

Manage the implementation and sustainability of an integrated billing system for the department's development services fees collection.

Manage Personnel Operations:

Establish and set comprehensive administrative policies that ensure fair and consistent treatment of all Department staff, while adhering to established Personnel Policies and Collective Bargaining Agreements.

Manage all department recruitments and performance evaluation processes via coordination with the division managers and in compliance with County personnel policies and collective bargaining unit agreements.

Act as liaison with the Personnel Department, coordinating uniform hiring and promotional procedures for the department. Participate in interview process in hiring of department staff. Track department adherence to risk management policies/guidelines and Family Medical Leave Act policies/procedures.

Advise managers on personnel issues and coordinates with Personnel on difficult personnel cases.

Act as liaison with Risk Management, Personnel, Prosecuting Attorney's Office, and the appropriate department management staff to resolve or coordinate the resolution of complex personnel matters.

Maintain a training register; analyze the training needs and opportunities of the department in conjunction with HR, coordinate training for Land Information System and other training as necessary.

Interpret, explain and train staff on rules, policies, and operating procedures. Establish and maintain schedules of priorities, authorizes exceptions and special processing of work product.

Supervise the payroll processing and maintenance of related personnel records for the department. Act as a resource for employees relative to salaries and benefits and employee benefit programs.

Respond to complaints and recommend resolution, resolving issues independently.

Develop operational goals and objectives and update procedures as necessary to accomplish departmental goals and objectives.

Supervise and ensure the smooth operation of clerical, fiscal and administrative activities of the department; facilitate support of and adherence to departmental mission and goals.

Supervise assigned staff, including setting work priorities, planning, organizing, assigning, advising, assisting, motivating and training as necessary. Evaluate the work of assigned staff and participate in the selection of new employees, including making recommendations regarding hiring, discipline, transfer and termination.

Manage Technology Operations:

Establish and set policy for Citizen Response Management System utilization in the Department. Represent the department in the County wide development of the Citizen Response Management application. Manage the implementation of the Citizen Response Management module in the department, including the development and coordination of a departmental training program for effective implementation of Citizen Response Management in the department.

Manage the technical, customer service oriented operations of software and hardware systems for the department. Oversee the tracking of departmental needs as they relate to computer and software acquisition, copy machine rental/purchase, and other necessary electronic equipment for efficient functioning of the department.

Create and implement a sustainable Land Information Systems training program, including well documented training materials for department staff.

Manage and provide leadership to the department Open Line Staff to provide superior customer service to department clients.

Oversee the day to day technology needs of the department and ensures objectives are met through oversight of the department liaison and Information Systems.

Assess and recommend updated software and technology consistent with Department goals and objectives.

General Administrative Operations:

Establish and set policy for all administrative functions of the department. Promote and organize the centralization of administrative resource and reference material, while constantly seeking improvement opportunities that will assist in the efficient administrative operations of the department. Coordinate and encourage constant evaluation of current procedures to maximize efficiencies.

Administer an effective, administrative operations cross training program that will ensure essential job functions are covered during staff shortages.

Oversee process improvement initiatives with the department, including conducting or supervising research or special studies on projects. Investigate and coordinate improved operating methods and office systems, develop solutions, and/or recommendations for corrective action.

Prepare reports and compose legal documents, a variety of correspondence, etc., utilizing word processing software.

Represent the Department at meetings as required

Appear for scheduled work with regular, reliable and punctual attendance. Establish and maintain cooperative, effective, and productive working relationships using tact, patience and courtesy. Effectively plan and organize work and complete tasks within prescribed timeframes. May be required to work over 40 hours in a workweek.

Other Job Duties:

Perform other related work as required.

WORKING CONDITIONS/PHYSICAL ACTIVITIES:

Work is performed primarily in a high stress office environment with constant deadlines to be met. The incumbent must have the ability to operate a personal computer/computer terminal and calculator. Basic mathematical/accounting ability is required to monitor fiscal activities. The incumbent must be able to work in a stressful, fast-paced environment. Heavy in-person and telephone contact requires the ability to communicate effectively.

KNOWLEDGE AND ABILITIES:

Knowledge of: The functions, procedures, and laws relating to the department. Office and personnel management principles and practices. Methods and techniques of budget preparation, execution and monitoring. Governmental accounting procedures. Research techniques and methodologies. Grant applications, billings and tracking. Basic bookkeeping and record keeping. Effective supervisory methods. Personal computer operation.

Ability to: Plan, coordinate, organize, review, train, and supervise the work of personnel engaged in duties requiring accuracy and attention to detail. Work effectively in a high stress environment. Coordinate, analyze and administer a wide variety of tasks including studies, programs, and projects. Gather, analyze, synthesize and evaluate a variety of data. Read, interpret, evaluate and apply a variety of complex written materials including laws, rules, regulations, reference materials, technical reports and legal documents. Interpret administrative directives and use initiative and sound judgment in applying them to the work situation. Assess the relative advantages and disadvantages of alternative courses of action. Identify and analyze problems and propose feasible, innovative solutions. Organize facts and present findings, conclusions and recommendations in a clear, concise and logical manner. Maintain the confidentiality of the information. Communicate effectively, both orally and in writing, with a wide variety of individuals and groups. Establish and maintain effective working relationships with co-workers, county departments, other agencies, and the general public. Meet the public and discuss problems and complaints tactfully, courteously and effectively. Function

as an active member of the department's management team. Accomplish assigned administrative tasks in a timely manner with a minimum of supervision and with only general direction. Perform basic calculations. Track expenditures and budget statistics. Maintain administrative and fiscal compliance in the areas of purchasing, payroll, personnel management, contract/grant administration, and accounts receivable/payable. Oversee and manage special projects, which include making recommendations for the acquisition of major capital outlay purchases.

QUALIFICATIONS:

Bachelor's degree in public or business administration, economics, law, or related field and three years of progressively responsible administrative experience directly relating to the duties of this position is required; or any equivalent combination of experience and education which provides the applicant with the desired skills, knowledge and abilities required to perform the job.

Knowledge of comprehensive fiscal processes, procedures and controls, in accordance with regulations, and personnel policies/practices is required. Experience in accounting practices and procedures and knowledge of grant administration is required. One year of lead or supervisory experience is required.

LICENSES, CERTIFICATES AND OTHER REQUIREMENTS:

Must be able to fulfill all traveling requirements of this position and meet the qualifications and guidelines of the Fleet Risk Control Policies in the operation of a motor vehicle on County business, including possessing and maintaining a valid Washington State Driver's License and the appropriate amount of automobile insurance.