

Director of Administrative Services

DEPARTMENT:	Administrative Services	REPORTS TO:	Assistant CEO, Finance & Internal Operations
TITLE CODE:	8018MR	DATE:	06/02/2015
POSITION CODE:	R090148	ADMINISTRATIVE REVISION:	

Job Summary

Under general direction, plans, directs, and coordinates the administrative services and human resources activities of OCERS to maximize the functions of employee compensation, recruitment, personnel policies, and regulatory compliance; and performs other duties as required.

Distinguishing Characteristics

The Director of Administrative Services reports directly to the Assistant CEO of Internal Operations. OCERS professional staff is expected to uphold the highest standards of accountability, plan sponsor focus, and system efficiency. Responsible for managing OCERS administrative services and human resources functions, and providing consultation to staff in coordination with applicable laws, policies, and procedures.

Performance Attributes

Include but are not limited to the following:

- ▶ Coordinates, oversees and manages the Human Resources division.
- ▶ Provides information and advice to OCERS management and supervisors on a variety of personnel related matters; interprets and applies applicable laws and rules, Memoranda of Understanding, and related governing documents.
- ▶ Directs staff to prepare a large number and variety of reports, special studies, and approves completed reports and statements.
- ▶ Develops and reviews OCERS specific personnel policies, procedures; recommends and implements changes as needed.
- ▶ Establishes and evaluates policies and procedures for the administration of the Human Resources division.
- ▶ Responsible for overall development, training, and evaluation of staff, either directly or through subordinate supervision.
- ▶ Manages the preparation of special studies to monitor the effectiveness and efficiency of human resources related programs, policies and procedures.
- ▶ Manage OCERS Board of Retirement election process.
- ▶ Manages OCERS recruitment process, including: approving examination and selection processes; conducting job analyses and developing and administering oral and performance exams; overseeing interviews and participating in hiring recommendations.

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- ▶ Prepares and manages annual budget and operates within established funding.
- ▶ Confers with, recommends, advises and elicits cooperation of supervisors and managers on human resources matters including recruitments, staff training and development, discipline, leaves of absence, and investigation of employee complaints.
- ▶ Makes presentations before a variety of groups regarding employee relations, safety, and training.
- ▶ Promotes education/training for professional and personal growth, employee development and cross-training.
- ▶ Negotiates and prepares agency contracts designed to provide specific services; act as contract manager and monitor service delivery.
- ▶ Manages OCERS safety committee and risk management initiatives.
- ▶ Reviews and approves personnel and payroll transactions.
- ▶ Reviews workers' compensation program in handling claims.
- ▶ Conducts investigations and makes recommendations based on findings.
- ▶ Oversees building management matters, and coordinates projects as needed.
- ▶ Analyzes equipment and material needs and prepares recommendations to enhance operation and fiscal efficiency.
- ▶ Monitors effectiveness of policies and procedures and makes revisions or recommendations for improvement as appropriate.
- ▶ Identifies and analyzes operational and functional problems and designs and implements solutions.

Minimum Qualifications

Minimum qualifications required for entry into the classification

Education and/or Experience

A bachelor's degree in Human Resources Management, Public Administration, Business Administration, Industrial/Organizational psychology or other closely related field.

or

Five years of progressively responsible experience in managing human resources for a public agency.

and

Three years of professional level human resources administration experience; at least two years of which must include directly managing staff.

Special Notes, Licenses or Requirements:

- ▶ A valid California class C driver's license or the ability to arrange necessary and timely transportation for field travel.
- ▶ May be required to use personal vehicle.

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- ▶ A complete background investigation is required; a felony or misdemeanor conviction may be a disqualifying factor from employment.

Knowledge/Skills/Abilities

Sample of KSA's necessary to perform essential duties of the position

Knowledge of

- ▶ Principles, practices, methods, and techniques of effective leadership and management pertaining to the planning, directing and monitoring of the administrative services and human resource activities of OCERS.
- ▶ Organizational structure, rules, policies and procedures of OCERS.
- ▶ Employment law mandates affecting employees including Equal Employment Opportunity Commission (EEOC) rules and regulations, Americans with Disabilities Act (ADA), Fair Labor Standards Act (FLSA), and other applicable laws and regulations.
- ▶ County policies and procedures including Civil Service Rules, Memoranda of Understanding, hiring, purchasing, grievance and disciplinary procedures.
- ▶ Supervision and training principles, practices and techniques.
- ▶ Recruitment methodologies.
- ▶ Labor relations practices.
- ▶ Training program assessment, evaluation, creation and implementation.
- ▶ Merit system and classification principles and practices.
- ▶ Basic budgetary principles and practices.
- ▶ Cost/benefit analysis.
- ▶ Process improvement methodologies.
- ▶ Benchmarking techniques.
- ▶ Data collection and analysis methods.
- ▶ Telephone, office and online etiquette.
- ▶ Computer applications and hardware related to the performance of the essential functions of the job.

Skills/Ability to

- ▶ Identify and define actual and potential issues or concerns pertaining to the accuracy and integrity of, use sound and logical judgment, and make effective decisions to develop resolutions.
- ▶ Manage, coordinate, and plan the day-to-day operations of OCERS Administrative Services and Human Resources functions.
- ▶ Supervise, train, coordinate and evaluate employees.

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- ▶ Understand and interpret employment laws, policies, and apply general human resources principles and practices.
- ▶ Demonstrate strict confidentiality, professionalism, integrity, and compliance with applicable laws and regulations at all times.
- ▶ Exhibit exemplary interpersonal skills and exercise sound judgment and professionalism in business matters.
- ▶ Establish and maintain effective working relationships with members of the Board of Retirement, officials, plan sponsors, OCERS staff, and the public.
- ▶ Explain policies and procedures relating to a variety of personnel issues, and recommend practical solutions.
- ▶ Perform job functions independently and in an ethical and objective manner.
- ▶ Prioritize work to meet established deadlines.
- ▶ Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.
- ▶ Communicate effectively in English both orally and in writing with a variety of individuals representing diverse cultures and backgrounds and function calmly in adverse situations, which require a high degree of sensitivity, tact and diplomacy.
- ▶ Provide prompt, efficient and responsive service.
- ▶ Prepare and implement employee-training programs.
- ▶ Make effective oral presentations to individuals and groups.
- ▶ Utilize analytical, mathematical and technical skills to recognize and solve problems or interpret information, policy and procedures.
- ▶ Prepare written reports, summaries, manuals, analyses and displays of information.
- ▶ Use standard office equipment such as: computer, printer, scanner, fax machine, photocopier, and 10-key calculators.
- ▶ Use computer software to compose memorandums, spreadsheets, graphs, calculations, time reports, etc.

Physical, Mental and Environmental Conditions

The following is a description of the physical and mental abilities that are customarily required to perform the essential job functions of this position.

Physical and Mental Requirements

- ▶ Speak and hear well enough to communicate in English clearly and understandably in person, over the telephone, and in small groups.
- ▶ Manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a telephone, keyboard, write and use a calculator.

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- ▶ Mental stamina to interact professionally with members of the Board of Retirement, Plan Sponsors, peers and members.
- ▶ Vision sufficient to read fine print and a computer monitor.
- ▶ Independent body mobility, agility, and stamina to stand, walk, stoop, bend, and twist, to access a standard office environment.
- ▶ Ability to sit for prolonged periods of time.
- ▶ Body strength sufficient to lift up to 15 pounds and carry files.

Environmental Conditions

- ▶ The primary work place is in an office environment, working with standard office equipment.
- ▶ Peripheral office equipment generates to a quiet moderate noise level.
- ▶ Operates in an environment that includes elected officials, non-elected officials, government agencies, community interest groups and the general public in the development and coordination of OCERS affairs.
- ▶ Out of area travel may be required to attend professional conferences and meetings.

Acknowledgement

By signing below, I acknowledge that I have reviewed and discussed the contents, requirements, and expectations included in this job description with my supervisor and a copy has been provided to me.

Employee Signature

Date

Supervisor Signature

Date

Reviewer Signature

Date