

CITY OF BURIEN, WASHINGTON
JOB DESCRIPTION

Title: Administrative Services Manager
FLSA Status: Exempt
Salary Grade: 760

Dept.: City Manager
Reports to: City Manager

The City of Burien believes that each employee makes a significant contribution to our success. This job description is designed to outline primary duties, qualifications and job scope. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

General Position Summary

The Administrative Services Manager plans, organizes and directs the activities of the Human Resources, City Clerk and Front Desk operations. The Manager is responsible for developing, implementing, evaluating and administering the City's personnel policies, programs, services and systems including staff development and wellness programs. The position is responsible for ensuring organizational development principles are applied to employee practices.

Essential Functions

- Supports and models the identified vision, values and behaviors of the organization.
- Manages and coordinates City services and programs, as assigned, including: human resources, City Clerk, document management, and front desk.
- Coordinates inter-departmental program development and operations.
- Prepares and administers assigned division budgets; participates in the forecast of funds needed for staffing, equipment, materials, supplies, monitors and approves expenditures; implements adjustments.
- Supervises, assigns work, and evaluates performance of assigned personnel, assists in the selection of new employees, counsels and disciplines employees according to city policies and procedures. Responsible for staff development.
- Establishes direction, goals, objectives, and priorities for the division.
- Recommends and participates in setting direction, goals, objectives, and priorities for the department.
- Perform long-range planning activities including organization planning and development, and strategic planning.
- Performs internal consulting assistance to the City's management and supervisory staff in a variety of areas including staffing and organization, employee development, disciplinary problems, and other special employment needs. Provides employee consulting assistance for training, career development, and employee relations.
- Responsible for the City's compliance with federal, state, and local laws regarding personnel practices, including equal employment opportunity, Fair Labor Standards Act, Family and Medical Leave Act, and Americans with Disabilities Act requirements; responsible for monitoring the City's personnel practices and recommending corrective actions to ensure compliance.
- Reviews and monitors proposed changes to federal, state, and local laws to determine their impact on personnel policies and practices; prepares, coordinates, and implements responses and recommendations to the City Manager, City Council and department directors.
- Develops and implements personnel-related services and programs such as training programs, wellness activities, and employee performance appraisals.
- Coordinates employee recruitment and selection processes, including advertising vacancies and assisting managers in evaluating applications, interviewing applicants, administering employment tests, conducting background checks, and making hiring recommendations.

- Conducts personnel studies such as classification analysis and salary and benefits surveys. Develops recommendations on salaries, increases, and pay and benefit practices.
- Writes job descriptions and updates existing job descriptions in consultation with management staff.
- Conducts employee orientations and exit interviews.
- Serves as management representative to the City's wellness committee, providing leadership in wellness activities.
- Develop and implement alternative strategies for Human Resources management including performance management and auditing, competency assessment and development, resource development, employee relations and others as appropriate.
- Prepares materials for and makes presentations to the City Council.
- Prepares and maintains a variety of personnel-related records and reports.
- Negotiates and administers contracts for services.
- Conducts ergonomic reviews.

Secondary Functions

- Participates in salary surveys as requested by other entities.
- Serves as Acting City Clerk in the absence of the City Clerk.
- May attend Council meetings and takes meeting notes in the City Clerk's absence.
- Performs related duties as assigned.

Job Scope

Position entails a wide diversity of work situation involving a high degree of complexity. Employee operates independently with minimal supervision, determines own practices and procedures, and is responsible for developing policies and objectives. The incumbent participates as a member of the City Leadership Team.

Supervisory Responsibility

Provides direction, recommends salary increases, promotions, discipline, reassignment and terminations according to established procedures. In addition, the Administrative Services Manager directly and indirectly supervises professional and administrative support staff; recommends personnel actions; arranges and provides training; schedules staff; assigns and prioritizes work; reviews performance; approves, takes and/or recommends disciplinary actions; and conducts staff meetings.

Interpersonal Contacts

Extensive contact with internal staff and outside contact with human resources departments in other government agencies. May serve on committees and boards related to the human resources function. Serves as a member of the City leadership team.

Specific Job Skills

Knowledge of:

- Federal, state, and local laws regarding personnel policies and practices, including equal employment opportunity, Fair Labor Standards Act, Family and Medical Leave Act, and Americans with Disabilities Act requirements, and others.
- Principles and practices of leadership, organizational development, management and supervision, hiring practices, training and performance evaluation.
- Job analysis techniques, implementation of wage and salary administration and classification and compensation methodologies.
- Employee benefits and assistance programs.

- Research methods, data collection, sampling techniques and statistical analysis.
- Budget preparation and control.
- City organization, operations, policies and objectives.
- Record-keeping techniques.
- Interpersonal skills using tact, patience and courtesy.
- Public speaking and presentation skills.
- Principles and practices of modern office management, and confidential file maintenance.

Ability to:

- Direct and implement the operations, services and activities of the Administrative Services division.
- Plan, direct and coordinate the work of others.
- Develop strategies to attract, train and retain a highly qualified work force.
- Transmit City values to staff and apply organizational development concepts to human resource activities.
- Apply, interpret and explain complex legal and administrative information to the public, employees and officials lacking technical knowledge.
- Prepare and administer budgets.
- Communicate clearly and concisely in verbal and written form.
- Analyze problems, identify potential solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Research, analyze and evaluate new service delivery methods and techniques.
- Prepare comprehensive narrative and statistical reports.
- Interpret and apply federal, state, and local policies, laws and regulations.
- Exercise discretion in confidential matters.
- Act quickly and calmly in emergencies.
- Establish and maintain effective working relationships.
- Provide useful guidance to the leadership team and other supervisory personnel in dealing with sensitive personnel issues.
- Work independently with minimal supervision.
- Meet schedules and timelines.
- Use computer equipment and applicable software applications.

Mental Abilities

Position requires continuous interpersonal skills and the ability to write, understand, read and speak English; frequent decision making, creativity, customer service, use of discretion, problem analysis, and independent judgment and/or action; occasional teamwork, training/supervising, presentations/teaching, negotiation, and performance of basic and advanced math; and rare mentoring.

Physical Abilities

Position requires continuous hearing; frequent sitting, feeling, fingering, talking, handling, and repetitive motions of hands and wrists; occasional standing, walking, stooping, reaching, and bending; and rare crawling, kneeling, climbing, and repetitive motions of feet. Position requires the ability to push, pull, lift, and carry 25 pounds.

Education and/or Experience

Any combination equivalent to a bachelor's degree with major course work in personnel management, industrial relations, business, public administration or a related field and five years

increasingly responsible experience in a Human Resources department including two years in a supervisory capacity.

Special Requirements

- Valid Washington State Driver's License with satisfactory driving record.
- Successful completion of pre-employment background check.
- Professional Human Resources or equivalent certification preferred.

Job Conditions

Work is primarily performed in an office setting. Noise level is moderate. May be required to work through lunch meetings and attend morning and evening meetings scheduled outside of regular work hours. Driving to conduct work is required.