AUGUST 2020
FLSA: EXEMPT

# ADMINISTRATIVE SERVICES OFFICER

## DEFINITION

Under general direction, performs a variety of technical and professional support duties and services for city administration in the areas of personnel, risk management, payroll and city clerk responsibilities; ensures compliance with established federal, state and local requirements and guidelines; serves as the City's filing officer to the Fair Political Practices Commission. Coordinates activities with other city officials, departments and outside agencies and organizations; provides highly responsible and complex administrative support to the City management and City Council and performs related duties as assigned.

## SUPERVISION RECEIVED AND EXERCISED

Receives general supervision and direction from assigned management staff. While this position provides no direct supervision over staff, it does provide guidance to ensure information and processes that relate to records, personnel and risk management are compliant with established regulations.

## CLASS CHARACTERISTICS

This is a fully qualified professional journey-level classification. Positions at this level possess a comprehensive, authoritative understanding of department or division functions and activities, and provide support to executive management staff in the completion of their duties, in addition to completing administrative, professional and technical assignments and assisting in managing department projects and programs. Incumbents at this level are capable of performing advanced and complex professional and programmatic support duties requiring the use of considerable discretion and independent judgment in performing assigned work and have responsibility for ensuring the efficient and effective functioning of assigned program or operational area. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products or services.

## EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

- Provides professional level administrative and programmatic support in the areas of personnel operations, risk management, FPPC Compliance, payroll, records retention, and city clerk functions including recruitment and selection, employee benefits, workers' compensation and employee improvement plans.

- Coordinates with management and staff to ensure compliance with established federal, state and local requirements.
- Serves as Executive Secretary to the City Council and serves as the municipal filing officer for the purpose of fulfilling the statutory responsibilities of the City Clerk; prepares and publishes City Council public hearing notices, agendas, and informational packets.
- Attends meetings of the City Council and other meetings and record minutes; follows-up on action items as necessary; ensures accurate up-to-date filing of City ordinances, agreements, resolutions, and minutes.
- Ensures City agreements comply with Risk Management Authority requirements; contracts, and other legal documents are signed and recorded; associated records and documents are obtained, and public notices and ordinances are published.
- Oversees and completes all public records requests; notes and submits requests that need to be reviewed by the City Attorney before being fulfilled. Processes city-wide payroll: inputs and monitors employee time, leaves, and timecard exceptions; creates timecard reports; submits reports and makes edits as necessary; ensures benefit deductions are processed accurately; complies with finance and administration requests for payroll related information.
- Processes a variety of personnel documents including industrial injury reports, workers' compensation claims, garnishments, claims against the City, verifications of employment, job postings, website updates, unemployment claims and job advertisements for the purpose of providing timely information and/or ensuring compliance with Labor Law, Government Code and/or City Policy.
- Processes claims filed against the city for liability and worker's compensation.
- Assists in the development of policies, procedures and agreements.
- Provides recommendations in support of improved procedures and processes for employee benefits, liability, insurance, safety and workers compensation programs.
- Attends and participates in professional and community meetings; stays current on issues relative to the field of administrative services; responds to and resolves sensitive and complex community and organization inquiries and complaints.
- Responds to the community, outside agencies, and internal departments regarding City programs.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, city management and staff and the public.
- Maintains employee master files for the purpose of documenting information and ensuring compliance with personnel rules and state/federal regulations.
- Prepares federal and state payroll tax deposits on a biweekly basis; ensures pay is consistent with federal and state regulations, as well as other existing contracts and Memorandums of Understanding (MOU's).
- Inputs CalPERS retirement information and makes deposit of same for the purpose of ensuring member information and required retirement contributions are made in a timely manner; processes payroll adjustments as needed.
- Prepares period and special reports for the City as it relates to payroll; and aids in the completion of the annual budget information as it relates to payroll.
- Serves as a representative to the Central San Joaquin Valley Risk Management Association and ensures timely submission of reports, census, applications, etc. to same.
- Designs, creates, and edits a variety of documents, including correspondence, letters, memos, agendas, reports, lists, forms, schedules, flyers, event materials, and statistical reports.

- Researches, summarizes, and interprets data from a wide variety of sources and prepares a variety of reports according to established procedures and practices; submits reports to various local, state, and federal regulatory agencies.
- Serves as a liaison to staff, responding to inquiries and providing information in support of effective employee relations.
- Performs and conducts studies and special projects; collects and analyzes data; prepares draft reports to support departmental programs and makes recommendations for change in departmental procedures, policies, and programs.
- Performs other duties as assigned.

## QUALIFICATIONS

### Knowledge of:

- Principles and practices of human resources, including recruitment, selection and equal opportunity practices; risk management; and payroll administration.
- Modern office management practices, procedures, technology, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Applicable federal, state, and local laws, rules, regulations, ordinances, and City policies and procedures relevant to assigned area of responsibility, including the Brown Act and basic labor laws.
- Record keeping and filing systems and methods.
- Principles and practices of data research, analysis, and report preparation.
- Basic business arithmetic and accounting principles.
- Labor law and payroll processing practices.
- Business letter writing and the standard format for reports and correspondence.
- Methods of preparing and processing various records, reports, forms, and other documents specific to assigned program, department, or division.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Current developments, related to public sector human resources and risk management.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

### Ability to:

- Perform advanced and complex programmatic, technical, and administrative support work accurately and with use of independent judgment.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.

- Interpret, apply, and explain applicable federal, state, and local laws, rules, regulations, ordinances, and City policies and procedures relevant to assigned area of responsibility.
- Gather, analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Prepare, review, and present reports and other correspondence and communications in a clear and concise manner.
- Maintain accurate databases, records, and files.
- Maintain confidentiality and be discreet in handling and processing confidential information and data.
- Compose correspondence and reports independently or from brief instructions.
- Perform arithmetic, financial, and statistical computations accurately.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Effectively use computer systems, software, and modern business equipment to perform a variety of work tasks.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**
*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to a bachelor's degree with course work in public or business administration, risk management, or related field and/or five (5) years' experience in risk management or human resource services. Experience in a governmental setting is preferred.

**Licenses and Certifications:**

- None

## 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, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

## ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.