
ADMINISTRATIVE OPERATIONS MANAGER

DEFINITION

Under administrative and policy direction, plans, organizes, strategizes, directs, manages and reviews the administrative activities and operations of the Authority budget and accounting, human resources, information technology, clerk's office, and general office management functions; oversees the delivery of administrative support services to other Authority departments including management of the overall annual budget and workplan; coordinates assigned activities with other Authority departments and outside agencies; ensures the Agency is highly functioning and exemplifying operational excellence, instills and maintains transparency and confidence with public, staff and the board; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative and policy direction from the Assistant General Manager, Administrative and Field Operations. The work provides for a wide variety of independent decision-making, within legal and general policy and regulatory guidelines. Exercises general direction and supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of management and supervision.

CLASS CHARACTERISTICS

This management classification oversees, directs, and participates in all activities of the Administrative Operations Department, including short- and long-term planning, policy development and administration, and enforcing of Authority ordinances, policies, and procedures. The incumbent regularly interacts with the General Manager and Assistant General Manager(s), Board of Directors, and departmental representatives in obtaining and coordinating projects and information. Successful performance of the work requires knowledge of public policy, Authority services, and activities, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities among all administrative programs and managing and overseeing the complex and varied programs, projects, and activities of the assigned function. The incumbent is accountable for accomplishing departmental planning, administrative and operational mission, goals and objectives within the general policy guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS *(Illustrative Only)*

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the typical job functions.

- Assumes full responsibility for all Administrative Operations Department programs, projects, services, and activities.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department; establishes, within Authority policy, appropriate budget, service,

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- and staffing levels.
- Manages and participates in the development and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, consultants, contractors, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
- Evaluates the need for and develops, plans, and schedules for long-term financial, budgetary, human resources, risk management, governance, and/or IT programs; organizes available resources for the efficient operation of the department; reviews estimates, contract provisions, and specifications.
- Oversees the development and administration of the Authority's budget; assists with budget forecasting; reviews and controls programs and projects to ensure cost effectiveness.
- Directs all activities related to the Authority's general accounting function, including the maintenance of the accounting system, general ledgers, Authority-wide feasibility studies, cash receipts function, general and special project budgeting, fixed assets, timekeeping, account analysis, and preparing various ad hoc reports.
- Oversees the Clerk's Office to ensure that the Authority's governance and records programs are managed within applicable law and policy.
- Oversees the development, modification, and implementation of the Authority's information technology strategic plans, processes, and procedures; investigates, evaluates and oversees administration of new applications and hardware/software upgrades related to all computer technology and the internet and intranet.
- Oversees and administers the Authority's risk management program including workers' compensation insurance, safety programs, and business insurance policies; serves as the Authority's Risk Manager.
- Oversees the Authority's human resources program including employee health and medical benefits, payroll, retirement programs, recruitment and onboarding, investigations and discipline, learning and development, and termination processes.
- Oversees the agency procurement function for agency wide procurement, ensures staff have support and information needed to follow applicable laws and policies for RFPs, RFBs, and contracts.
- Oversees the development of consultant requests for proposals for professional services for the Administrative Operations Department and the advertising and bid processes; evaluates proposals and recommends project award; coordinates with legal counsel to determine Authority needs and requirements for contractual services; negotiates contracts and agreements and administers same after award.
- Contributes to the overall quality of the department's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and Authority needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Oversees the use of funds, reporting, administrative initiatives, and oversight committee support for expenditure plan requirements. Works with Assistant General Manager and Fiscal Services Officer to coordinate committee needs and processes are met.

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- Oversees Authority policies and administrative regulations pertaining to administrative policies including human resources; ensures compliance with Federal and State laws and Board policies; develops trainings to educate staff on Authority policies; ensures every employee understands Authority policies and processes.
- Makes presentations to the Board of Directors; attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of special district operations and other types of services as they relate to Authority administration.
- Represents the Authority on various committees, task forces, and commissions pertaining to Authority management and assigned program matters; explains and interprets departmental programs, policies, and activities; negotiates and resolves significant and controversial issues.
- Monitors changes in laws, regulations, and technology that may affect Authority or departmental operations; implements policy and procedural changes as required.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Assistant General Manager.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Public agency budgetary and Authority-wide administrative practices related to the functions of assigned area.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles and practices of public agency finance, including general and governmental accounting, auditing and reporting functions.
- Principles and practices of public agency budget development and administration and sound financial management policies and procedures.
- Principles, practices, and techniques of human resources in a public agency setting, including recruitment, selection, equal employment opportunity, and employee orientation; job analysis and classification; compensation and benefit analysis and administration; risk management, workers' compensation, and occupational safety; and employee and labor relations, including the interpretation of laws, regulations, policies, and procedures.
- Principles, practices, and procedures of public administration.
- Principles and practices of labor relations and union contract negotiations.
- Applicable Federal, State, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Techniques for effectively representing the Authority in contacts with government agencies,

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community groups, special interest groups, and various business, professional, regulatory, and legislative organizations.

- Techniques for providing a high level of customer service by effectively interacting with staff, representatives of outside organizations, and members of the public, including individuals of diverse socioeconomic, ethnic, religious, and cultural backgrounds, physical ability, and sexual orientation.

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Ability to:

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the Authority and assigned program areas.
- Work cooperatively with, provide staff support to and implement the policies of the General Manager.
- Provide leadership and direction for the department and the Authority.
- Prepare and administer large and complex budgets; allocate resources in a cost effective manner.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local laws, rules, regulations, policies, and procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer special projects with contractual agreements and ensure compliance with stipulations; effectively administer a variety of operations programs and administrative activities.
- Conduct effective negotiations and effectively represent the Authority in meetings with governmental agencies, community groups, special interest groups, and various business, professional, educational, regulatory, and legislative organizations and the media.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- 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.
- Operate modern office equipment, including computer equipment and specialized software applications programs.
- 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.
- Demonstrate sensitivity to and understanding of the diverse socioeconomic, cultural, physical and cognitive ability, and ethnic backgrounds of individuals encountered in the execution of Authority services and mission.
- Establish and maintain effective working relationships with those contacted in the course of the 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 from an accredited college or university with major coursework in public administration, business administration, finance or a closely related field and six (6) years of management experience in administration, finance or management with a local government agency or business in a supervisory or managerial capacity. A master's degree and public sector experience are highly desirable.

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Licenses and Certifications:

- Possession of a valid California Driver's License.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to operate a motor vehicle, and to visit various Authority and meeting sites; 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 in work areas 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 weighing up to 25 pounds.

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.

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