
California CSD

POLICY HANDBOOK

POLICY TITLE: Office Administrator Job Description

POLICY NUMBER: 2905

DEFINITION: Under administrative direction, to plan, organize, and oversee the human resource functions of the District including employee relations; employment hiring and termination paperwork, Physicals and Drug Testing compliance and reporting, safety; personnel policies and procedures; recruitment and selection; training and development; performance management; classification and compensation administration; to coordinate District risk management, wellness, and workers compensation functions; gather bi-monthly payroll documentation, and calculate hours for employees to be sent to the District's public accountant for processing, track employee sick leave and vacation hours, handle confidential employee information, enroll, unenroll, and pay monthly premium for employee health benefits, from the Districts Health Insurance, and to perform other job related duties such as prepare/present staff reports, coordinate District staff training; dispute resolution; and investigate and document complaints and grievances, as required. Accounts Payable for District bills, and accounts receivable for monthly utility customers bill payments. Tracking and documenting customer water/sewer and garbage usage each month, and using software assisted program, process monthly utility bills. EPA Reporting, Vector Control Reporting, DMV Reporting, EAR Reporting, CCR reporting, Property and Liability Claim Reporting, and any additional administrative reporting as necessary. Orders supplies as needed for both the CSD and Fire Department. While working under the direction of the Fire Chief, helps to finalize Contract Fire billing, and employee pay for contracted fire assignments.

DISTINGUISHING CHARACTERISTICS

Provides a wide variety of complex and technical administrative, secretarial, and clerical duties in support of the District Operations. This is a top level at-will management position for the organization, under direction of the General Manager, with responsibility of developing and managing human resource programs and services to achieve effective utilization and development of District staff. This position also is responsible for providing professional assistance and guidance to District managers and supervisors regarding labor law and personnel policy compliance and provides liaison role between District employees, management, and the General Manager. The Office Administrator is the Direct supervisor of the Office Assistant, and any temporary positions filled within the District Office.

REPORTS TO

General Manager

EXAMPLES OF DUTIES

Serves as Human Resource for the District; coordinating recruitment, selection, employer-employee relations, personnel policy development, employee evaluations, equal employment opportunity, and maintenance of the District classification and compensation plan; develops and recommends personnel policies and policy

revisions to the General Manager; maintains the uniformity of District personnel transactions; develops recruitment and selection efforts to fill District vacancies; conducts background investigations for new hires when required; ensures compliance with Labor and Equal Employment Opportunity laws and regulations; develops orientation programs for new staff; assists the General Manager with employer-employee relations, including compensation and benefits; investigates complaints and grievances; oversees administration for Risk Management, including liability and workers compensation claims; has responsibility for the maintenance and administration of the District classification and compensation plan; ensures proper investigations and responses to customer complaints; administers employee benefit programs supervises and evaluates the work of assigned office staff; represents the District as delegated by the General Manager.

TYPICAL PHYSICAL REQUIREMENTS

Frequently stand and walk; sit for extended periods; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Normally work is performed in an office environment; minor exposure to outdoor conditions; constant contact with staff and the public.

DESIRABLE QUALIFICATIONS

Knowledge of:

- Principles and practices of public sector human resources and labor relations, including administrative analysis, recruitment and selection, classification and compensation, equal employment opportunity, employer-employee relations, and policy/program development.
- Principles, laws, rules, and regulations related to safety and risk management.
- Laws, rules, and ordinances governing public agency personnel processes and procedures.
- Research and evaluation methodologies.
- Sound customer service practices and procedures.
- Employee development and training.
- Principles of supervision and employee evaluation.
- Quickbooks software and Microsoft Office Programs

Ability to:

- Plan, organize, direct, coordinate, and manage the human resources functions of the District,
 - Exercise initiative, creativity and sound judgment in solving difficult administrative, technical and human resource problems.
 - Provide supervision, training, and work evaluation for assigned staff.
 - Maintain coordination for District Safety and Risk Management.
 - Formulate, implement, and evaluate personnel and labor relations systems and procedures.
 - Collect and analyze data on a variety of technical, analytical, and administrative topics.
 - Communicate effectively, verbally and in writing, in a variety of settings.

- Prepare comprehensive technical reports and recommendations.
- Effectively represent District policies, programs, and services with employees, contractors, representatives of other agencies, and the public.
- Consistently utilize exceptional human relations skills on a diverse group of employees, associates and members of the public.

Training and Experience:

Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience in human resources management, personnel administration, business administration, and familiarity with Microsoft and other technical software, or closely related field; and five years of increasingly responsible experience in the development and administration of public sector personnel programs, including at least two years in a management or supervisory capacity. CEU's directly received from coursework related to the above job description.

Special Requirements:

Continued possession of a valid California Driver's License issued by the State Department of Motor Vehicles is required. Must have knowledge in the FLSA/Human Resource Development, in the form of documented Continuing Education Units, or a physical Degree from an accredited Institution, showing the coursework that was obtained, and when it was completed (such as through a certificate).