



## **ROWLAND WATER DISTRICT**

### **DIRECTOR OF ADMINISTRATIVE SERVICES**

#### **Definition**

To perform a variety of technical, administrative and some professional work; assume significant functional responsibilities directly related to the department assigned; conduct special surveys, studies, inspections, and analysis; and perform related duties as assigned. Direct all activities of the Administrative Services Department including human resources, community relations, conservation, risk management, and general services. Implement and coordinate assigned activities with other departments, outside agencies and the general public in order to achieve the highest level of employee morale, welfare and productivity; to provide highly responsible and complex staff assistance to the General Manager, and to represent the District at related meetings as assigned.

This position serves a mandatory six-month probationary period.

#### **Distinguishing Characteristics**

Positions in this class work under direction and exercise judgment in the performance of a variety of professional, technical, and administrative duties with occasional instruction or assistance. Employees in this class are expected to have full knowledge of the department policies and procedures to which assigned.

#### **Supervision Received And Exercised**

- Direction is provided by higher level management (the General Manager).
- Responsibilities may include direct and indirect supervision of professional, clerical and administrative personnel.

#### **Example of Duties**

Depending upon assignment, duties may include, but are not limited to the following:

- Act as a key staff member in the District hierarchy and oversee many critical functions.
- Provide staff assistance to the General Manager; participate on Board committees.
- Conduct a variety of organizational and operational studies; interpret District policies, procedures and precedents for managers and employees.
- Manage and direct the development, implementation and evaluation of plans, policies, systems and procedures applicable to department responsibilities.
- Create and disseminate District communication items such as news releases and letters, and publications such as brochures, newsletters and flyers.

### **Example of Duties (continued):**

- Write and post content on District web site; work with consultants to manage overall content and appearance of website.
- Conduct and/or coordinate special events.
- Develop, market and implement comprehensive, pro-active public relations programs, and educational programs such as in-service workshops for teachers, classroom presentations and field trips.
- Prepare memoranda and presentations on behalf of senior management to the Board of Directors and other audiences.
- Administer and participate in the process concerning warnings and disciplinary actions involving employees that have violated District policies and procedures.
- Advise and interface directly with the General Manager and Board of Directors regarding public affairs issues, District image and customer/community concerns.
- Communicate District policy to District department heads, supervisors and employees.
- Follow up and report to the General Manager on implementation of District policies.
- Complete the bi-annual California Urban Water Conservation Council-Best Management Practices (CUWCC-BMP) reports and the Urban Water Management Plan.
- Complete annual reports to the California, Division of Drinking Water, Environmental Protection Agency, Department of Water Resources, Water Master and other regulatory agencies as required.
- Assume responsibilities for significant technical, professional, and administrative functions as assigned.
- Provide basic research assistance to the department assigned.
- Conduct surveys and statistical analysis on department fiscal and operational problems; gather, tabulate and report data and write reports.
- Respond to complex and sensitive inquiries and complaints.
- Prepare, process, and perform administrative duties related to assigned functions.
- Assist in the coordination of departmental activities with other District departments, divisions, and outside agencies.
- Write, prepare, and assist in preparation of manuals, reports, publications, and handbooks.
- Conduct field interviews, inspections and analyze information.
- Represent the District in the community and at professional meetings.
- Independently compose letters and answer correspondence related to functional responsibilities.
- Participate in special projects as assigned.
- Perform related duties as assigned.

### **Qualifications**

#### **Knowledge of:**

- English language rules; communication and presentation techniques; water conservation methods and programs commonly found in Southern California; Microsoft business computer applications such as Word, Excel, PowerPoint, graphic design and the Internet. Second language skills desirable, but not required.
- Principles and practices of the specialty needed for the department to which assigned

**Knowledge of (continued)**

- Research methods and procedures
- Applicable Federal, State and City laws, rules and regulations
- Principles of supervision and training

**Ability to:**

- Communicate effectively, orally and in writing; organize and manage multiple priorities and projects; demonstrate initiative, task-oriented and follow-through in the approach to and completion of assignments.
- Establish and maintain effective working relationships with a variety of individuals and groups.
- Properly interpret and make decisions in accordance with laws, rules, regulations and policies.
- Conduct surveys, research and analysis.
- Collect, compile, analyze, and interpret statistical data.
- Interpret, comply with and explain the District's policies, rules and regulations, and safety policies.

**Experience and Education**

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be considered qualifying. A typical way to obtain the knowledge and abilities would be:

- Bachelor's degree from an accredited college or university with major course work in public administration or related field and some experience in performing technical and administrative work, preferably as a municipal administrative intern; or
- Equivalent to completion of an Associate of Arts Degree or specialized courses in the area to which assigned and five (5) years experience in the department in which assigned.

**Overtime Assignments**

The purveyance of water is a vital service to the community and as such requires the availability of District personnel at all times. Consequently, employees will be required to respond to emergency calls, accept periodic overtime assignments, and perform any and all duties deemed necessary by the District. Lacking a bona fide excuse satisfactory to the District, a failure to report when called could result in termination.

**Fair Labor Standards Act**

For the purposes of the Fair Labor Standards Act, this position shall be considered a General Employee Unit "exempt" position.

**Equal Opportunity Employer**

Rowland Water District is an equal opportunity employer, and does not discriminate in hiring, training, promotion, compensation or terms of employment on the basis of race, religious creed, color, national origin, ancestry, physical handicap, medical condition, marital status or sex.

**Americans with Disabilities Act**

The District will make such reasonable accommodation to enable persons with disabilities to fulfill the requirements of the position in accordance with the Americans with Disabilities Act of 1990.

*Job Descriptions only present a descriptive summary of the range of duties and responsibilities for the specified position. Therefore, Job Descriptions **may not include all** duties performed by individuals holding the position. In addition, job descriptions are intended to outline the **minimum** qualifications necessary for entry into the position and do not necessarily convey the qualifications of incumbents within the position. Job Descriptions shall be periodically reviewed and updated by the General Manager.*

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**I have reviewed this Job Description with my Supervisor and agree with its contents.**

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Employee Signature

Date

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Supervisor Signature

Date