

Administration

Administration Director

Dept/Div.: Administration

FLSA Status: *Exempt*

General Definition of Work

Performs complex professional work leading administrative operations including human resources, external communications, document retention, collective bargaining, program and policy development, and related work as apparent or assigned. Work involves setting policies and goals under the direction of the Executive Director. Departmental supervision is exercised over all personnel within the department.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential Functions

Originates and leads human resources practices and objectives that will provide an employee-oriented, high performance, culturally inclusive office culture.

Manages and supervises administrative and human resource employees, services, policies, and programs; hires, trains, supervises, evaluates and disciplines staff; recommends promotions and terminations. Develops and administers budget; identifies and secures funding sources as needed.

Responsible for developing programs and policies for organizational development including recruiting and staffing, compensation and benefit program planning and administration, and performance management and improvement systems. Prepares appropriate policies as needed and required by law.

Responsible for overseeing maintenance of human resource data and documentation in compliance with various laws. Acts as the lead negotiator for collective bargaining agreements, oversees maintenance of collective bargaining data, and oversees proper administration of human resource benefits.

Prepares appropriate employee orientation information and programs and develops appropriate policies for exiting employees. Conducts training sessions on human resource matters including, employee safety, welfare, wellness, and health programs; participates and oversees safety, wellness, and other employee committees as deemed necessary. Arranges for employee counseling programs as necessary.

Oversees agency communication program including website, social media, printed media communications and other media.

Assess and implement appropriate customer service practices and protocols, including determination of relevant information, method of communication, and performance benchmarks, responsible for evaluation of customer service performance of administrative staff.

Monitors appearance of agency office and administers contracts for maintenance upgrades and applicable purchases.

Analyzes and oversee business service contracts for various support systems for office and agency owned properties, including but not limited to copiers, phones, telecommunication equipment, audio and video equipment, electronic recording equipment, internet service, agency office alarm, fire and security equipment, office supplies and equipment, office cleaning, trash removal and recycling, postage machine and pest control.

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Knowledge, Skills and Abilities

Competencies required:

Thorough skill managing programs; thorough skill managing work process; thorough skill serving program clients; comprehensive oral and written communication skills; thorough skill with computer and communications equipment; thorough project management and organizational skills; thorough compliance monitoring and reporting skills; comprehensive skill managing human resources; general knowledge of real estate and property management; general skill building strategic relationships; ability to record information, manipulate data and create reports using Microsoft Office and other software and web-based applications; ability to display analytical and critical thinking skills, and ability to manage multiple projects and programs.

Other knowledge, skills and abilities required:

Thorough knowledge of standard office practices, procedures, equipment and office assistance techniques; thorough knowledge of business English, spelling and arithmetic; some general knowledge of County and department housing and community development programs, and policies, and compliance requirements; thorough knowledge of human resource and collective bargaining information; thorough skill composing standard reports, records and files related to agency departments and programs; thorough skill composing standard correspondence; ability to multitask and manage project time; ability to communicate effectively orally and in writing to sometimes aggravated clients; ability to read and understand advanced County and state policies and procedures; ability to type accurately at a reasonable rate of speed; ability to operate standard office and computer equipment and perform advanced word processing and/or data entry; ability to establish and maintain effective working relationships with associates and the general public staff, elected officials, outside agencies, similar professional and the general public; ability to maintain the confidentiality of data; ability to respect and relate well to people from varied backgrounds, understand diverse worldviews, and be sensitive to group differences; ability to see diversity as an opportunity, and challenge bias and intolerance.

Education and Experience

Bachelor's degree with coursework in human resources, public administration or related field and extensive experience working with public sector personnel and compensation programs, communication programs and information technology plans, or equivalent combination of education and experience. Master's degree preferred.

Physical Requirements

This work requires the regular exertion of up to 10 pounds of force and occasional exertion of up to 25 pounds of force. work regularly requires sitting, speaking, or hearing, using hands to finger, handle or feel, reaching with hands and arms, pushing or pulling, lifting and repetitive motions and occasionally requires standing, walking, climbing or balancing and stooping, kneeling, crouching, or crawling; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels, work requires preparing and analyzing written or computer data, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work occasionally requires exposure to outdoor weather conditions; work is generally in a moderately noisy location (e.g., business office, light traffic).

Special Requirements

Human Resources Management Certificate Program upon hire.

Certified Labor Relations Professional upon hire.

Last Revised: 03/22/2021