CITY OF SANTA CRUZ
ADMINISTRATIVE SERVICES DIRECTOR

Reports to: **City Manager**
Supervises: **Chief Human Resources Officer, Chief Technology Officer**
Bargaining Unit: **Executive (unrepresented)**

BASIC FUNCTION

Under general direction and exercising considerable independent judgment, plans, directs, and evaluates the activities of the Administrative Services Department and is responsible for short and long-term human resources and information technology strategies, goals, and objectives. As an executive, this position is primarily responsible for budgeting, strategic and tactical planning, business process re-engineering, and service delivery strategies for the City's information technology and human resources functions. This position provides leadership, project management, and direct and indirect supervision for department staff.

TYPICAL DUTIES (*May include, but are not limited to, the following):*

- Directs and coordinates the operations of the Administrative Services Department which consists of the following major divisions: information technology and human resources.
- Connects the department's activities to the City's strategic plans and initiatives.
- Serves as the City's Chief Negotiator; advises the City Manager and City Council on matters involving employee and labor relations. Coordinates and provides leadership in labor negotiations.
- Develops and administers the City's current and future administrative services needs, establishes city-wide priorities, develops recommendations, and submits budget and policy change proposals via appropriate review and approval processes.
- Develops and administers the Administrative Services Department budget and reviews and approves city-wide budget requests for information technology purchases and human resources allocations.
- Plans, organizes, administers, reviews, and evaluates the work of professional, support, and operational staff through subordinate levels of management and supervision in the planning, implementation, and support of city-wide information technology and human resources services.

- Conducts general administration of the department in accordance with adopted policies and procedures including employee selection, training, and development; resolves difficult personnel problems and grievances; takes disciplinary action when necessary.
- Directs the formulation and implementation of long range plans for administrative services and establishes standards, policies, and procedures for city-wide information technology and human resources initiatives; establishes policies and programs for city-wide training.
- Identifies user needs, internal and external, and implements effective strategies to work across all levels of the City organization to address information technology and human resources needs; evaluates initiatives for their effectiveness in meeting these needs.
- Administers and directs activities of the Administrative Services Department including city-wide end user support, network and process administration, and continuous improvement of service delivery.
- Prepares and evaluates bid proposals, specifications, and contracts; monitors vendors to ensure compliance with contractual obligations.
- Represents the City of Santa Cruz in coordination with the County and other regional agencies to coordinate information technology and human resources efforts.
- Establishes and maintains effective public relations with citizens, official boards and agencies, and the media including access and promotion of the City's information technology and human resources initiatives.
- Develops and presents recommendations to appropriate audiences on innovative information technologies and human resources strategies.
- Other duties as assigned.

PRINCIPAL ACCOUNTABILITIES

- Accountable to the City Manager for the efficiency and effectiveness of the Administrative Services Department and the quality of services under his/her direction.
- Provides technical assistance, guidance and consultation to the City Manager, City Council, City executives, boards, commissions, and committees in matters relating to information technology and human resources.
- Assists in the general administration of the City as a member of the executive team by providing input into the problem solving and decision making process.
- Provides significant input to long range plans for information technology services and human resources strategies for the City of Santa Cruz.
- Keeps abreast of current trends and developments in information technology and public sector human resources and labor relations and as they relate to City needs and objectives.
- Ensures community members have an effective interface with the City in matters pertaining to information technology and human resources.

- Ensures the Administrative Services Department has adequate resources to fulfill its mission through proper budgeting, efficient planning, and effective employee selection, training, and development.
- Creates and maintains a high level of confidence in the handling of information technology and human resources issues and initiatives.

WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in using a computer keyboard. Additionally, the position requires near and far vision in reading written reports and work related documents. Acute hearing is required when providing phone and personal service. The need to lift, drag and push files, paper and documents weighing up to 25 pounds also is required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

MINIMUM QUALIFICATIONS

Thorough knowledge of:

- Management principles and practices, including budgeting and supervision, personnel administration, performance management, training, development, and motivation.
- Administrative expertise including: goal setting; program and budget development, implementation, control, and continuous improvement; and project management.
- Principles and practices of public administration, management, and organizational theories.
- Principles and practices of leadership, team building and conflict resolution.

Working knowledge of:

- Uses, capabilities, characteristics, and limitations of computer systems and related equipment; document storage, indexing, retention and policies.
- Telecommunications systems and the interrelationship of these systems with other computer equipment.
- Human resources services and processes including, but not limited to, recruitment, compensation, classification, benefit administration, and training.

Abilities:

- Think critically and present attractive and realistic alternatives that result in organizational progress and betterment, both within the department and city-wide.

- Work independently and make sound judgments; establish and maintain effective working relationships.
- Manage a large and diverse staff with high profile responsibilities in a customer centric organization.
- Prepare written procedures and policies; analyze requirements and needs; provide advice and consultation to ensure efficient outcomes.
- Analyze data and information to develop logical solutions to problems; monitor outcomes and recommend appropriate improvements to processes and procedures.
- Plan, budget, and manage complex projects.
- Negotiate, implement, and manage contracts.
- Exceptional problem solving and one who embraces challenges with creativity and enthusiasm.
- Strategize, collaborate, and build consensus.
- Driven by a desire for action and results.
- Excellent communication skills, orally and in writing, including communicating technical information in non-technical terms and presenting information to committees, staff, City Council, and others in both formats.
- Committment to superior customer service standards.
- Strong team philosophy; not constrained by organizational structure or traditional roles.
- Understand emerging information technologies and human resources initiatives and their potential for City services.
- Respond to difficult or sensitive complaints and requests for information from labor organizations, public, news media, and City staff.

EDUCATION AND EXPERIENCE:

Any combination of education and experience that provides the required knowledge and abilities shown above may be qualifying. A typical way of obtaining the required qualifications is to possess the equivalent of the folowing:

- A Bachelor's Degree in Business Administration, Public Administration, Management, Business Management, or a closely related field and

- Five (5) years of increasingly responsible management level experience in information technology and/or human resources. At least two (2) years of this experience must be in a position including responsibility for departmental management, administrative control, and supervision.

LICENSES:

Possession and continued maintenance of a valid California driver's license and a safe driving record or ability to provide suitable transportation, subject to approval by the appointing authority.

Classification No.
Date of Issue: 2/11
Supercedes: New

Career Path
Administrative Services Director
Chief Human Resources Officer or Chief Information Technology Officer
Principal HR Analyst or IT Coordinator or IT Manager
HR Analyst I/II or Network Administrator
HR Technician or Programmer Analyst II
HR Assistant or IT Specialist II or III