



Career Service Authority

Page 1 of 6

Administrator II

GENERAL STATEMENT OF CLASS DUTIES

Performs a variety of comprehensive, technical administrative activities within a specialized, functional area which requires a thorough foundation in the principles and practices of the functional area(s) in order to ensure efficient and effective administration and provide administrative direction to department(s) leaders in strategic efforts associated with the functional area.

DISTINGUISHING CHARACTERISTICS

This class performs a variety of comprehensive and technical administrative activities within a specialized, functional area and provides administrative direction to departments(s) leaders in strategic efforts associated with the functional area. This class is distinguished from the Administrator III class that performs a variety of comprehensive and technical administrative activities that have city-wide impact within a specialized, functional area(s) which requires a thorough foundation in the principles and practices of the functions area(s), exercises overall responsibility for the functional area(s), and provides authoritative advice to top level managers and elected officials on matters of key importance to city goals, programs, and mission. The Administrator II class is distinguished from the Administrator I class that performs a variety of specific administrative activities/projects of limited scope in a specialized, functional area which requires a thorough foundation in the principles and practices of the functional area in order to maintain and improve the efficiency and effectiveness of the function and provide supportive, interpretive, and advisory information to higher level administrators, managers, and/or other stakeholders. Additionally, the Administrator II is distinguished from the Manager I class that manages an operational and/or functional area(s) and performs some elements of supervision by recommending and implementing plans, procedures, policies, programs, and projects.

The Administrator II is distinguished from a Program Manager that performs professional and supervisory work over program staff, provides leadership, program direction, and long range and short term planning for the program area(s), directs program design, policy development, and performance criteria for program operations, and makes budgetary and resource allocation decisions. Additionally, a Program Manager is responsible for a program in a specialized area with specific components that include its own policies, procedures, goals, objectives, budget, and tasks that distinguish it from the main body of a department/agency. A program may complement the core goals and objectives of an agency/department but it is separate from the functional areas that support the core goals and objectives; whereas, an Administrator II is responsible for a core business function(s).

Administrators are focused on the functional area not on supervising or managing staff; consequentially, an administrator may perform lead work or supervisory duties. However, administrative positions exist to serve as a technical expert within the functional area and require a high degree of specialized knowledge.

In general, the Administrator III class has city-wide responsibility or department wide responsibility with city-wide impact/implications and reports to an executive level position. The Administrator II class has department level responsibility and may have some city-wide responsibilities of defined scope. The Administrator I class has division level responsibility and may have some departmental responsibilities of defined scope. Additionally, an Administrator III and an Administrator II have responsible of the entire functional area and the Administrator I has responsibility for a portion of the functional area.

* Some functional areas are clarified in specific classes and series within the classification plan. In those cases the specific classes are to be used.

Administrator Definition:

An Administrator serves as a technical expert and resource in a specialized, functional area by resolving complex, technical issues and designing systems, processes, guidelines, rules, and standards that are critical and directly impact the on-going operations and policies in the functional area.

Guidelines, Difficulty and Decision Making Level:

Guidelines are in the form of stated objectives for the section, unit, function, or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit, function, or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability, and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs, or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit, section, or function within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level managers and reviewed for soundness of judgment and feasibility of decisions.

Interpersonal Communications and Purpose:

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems and where exceptional degrees of discretion, judgment, and specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised:

By position, performs lead work or supervises employees within the functional area.

ESSENTIAL DUTIES

Performs a variety of comprehensive and technical administrative activities which includes providing leadership and technical expertise and developing long range and short term planning initiatives and overall goals, objectives, and priorities for the functional area.

Manages the development and implementation of performance criteria for the functional area and evaluates the functional area's performance in meeting goals and objectives.

Acts as a technical expert in a functional area, serves as an expert resource by performing legislative and/or policy analysis of issues and formulating approaches and plans to address identified issues, and briefs management on concerns and issues by providing information required for decision making.

Communicates with representatives of various city agencies, community/business groups, the public, an/or other stakeholders regarding issues/concerns of major significances and chairs and/or participates on task forces in order to resolve complex technical issues.

Develops and implements policies, procedures, business practices, and control mechanisms, reviews status of operations, modifies and implements procedures to increase operating efficiency, and determines effectiveness of desired results.

Develops strategies to ensure compliance to regulations and requirements with the functional area, monitors and assesses compliance, and makes recommendations for improvements.

Administers the financial operations of a functional area(s) including developing the annual operating budget, monitoring financial activities, developing required budget reports, and preparing fiscal reports showing the financial status of operations for the review by departmental managers.

Directs the development of contracts within the functional area including drafting RFP for professional/services contracts, evaluating proposals, selecting successful bidder, administering the contracts, and monitoring contracts for compliance and expenditures.

Prepares comprehensive annual reports describing the progress towards goals and objectives and the overall accomplishments of the functional area.

By position, performs some or all of the elements of supervision or lead work including work planning, instruction, and review, handling grievances and disciplinary actions, hiring and dismissing employees, and evaluating employee performance.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Administration and Management – Knowledge of planning, coordination, and execution of business functions, resource allocation, and production.

Oral Communication – Clearly communicates and explains agency/departmental policies and communicates information about the assigned functional area's activities to peers, higher-level managers, administrative staff of other organizations, internal and external customers, and other stakeholders.

Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

Reading – Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

Interpersonal Skills – Establishes and maintains constructive and cooperative interpersonal relationships with staff, peers, higher-level managers, and other internal/external customers/stakeholders to accomplish the organization's mission. Adapts approaches to different people and situations.

Conflict Management – Minimizes confrontations, disagreements, complaints, and grievances and resolves them in a constructive manner. Works with staff, higher-level managers, peers, and other internal and external customers/stakeholders to generate areas of agreement and joint action.

Reasoning – Identifies rules, principles, or relationships that explain facts, data, or other information, analyzes information, and makes correct inferences or draws accurate conclusions.

Financial Management – Recommends, administers, allocates, reallocates, negotiates, and monitors revenue and/or expenditures to ensure cost-effective management of programs, projects, and policies for a functional area.

Decisiveness – Commits to action, even in uncertain situations, by making sound and timely decisions necessary to carry out programs, ideas, systems, and/or policies that affect a functional area. Legal, public, and financial consequences are generally limited to assigned area(s).

Problem Solving – Uses logic to identify and solve problems for the assigned functional area. Considers well-defined choices, where there are a limited number of possible actions and the impact is limited to the assigned functional area.

Information Management – Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

Technology Application – Uses machines, tools, instruments, and/or equipment effectively and uses computer applications to analyze and communicate information in the appropriate format.

Mathematical Reasoning – Solves practical problems by choosing appropriately from a variety of mathematical and statistical techniques.

Creative Thinking – Uses imagination to develop new insights into situations, applies innovative solutions to problems, and designs new methods where established method and procedures are inapplicable or are unavailable.

Organizational Awareness – Knows the organization's mission and function and how its social, political, and technological systems work and operates effectively with them including the program, policies, procedures, rules and regulation of the organization.

External Awareness – Identifies and understands economic, political, and social trends that affect the organization.

Contracting and Procurement – Knowledge of various types of contracts, techniques for contracting or procurement, and contract negotiation and administration.

Vision – Understands where the organization is headed and how to make a contribution, takes a long-term view, and recognizes opportunities to help the organization accomplish its objectives or move toward the vision.

Flexibility – Is open to new ideas and adapts to changing work situations and priorities by modifying existing plans and work methods that affect the assigned functional area and internal and external customers/stakeholders. Remains calm under pressure.

Self-Direction – Sets goals and takes initiative in implementing ideas, systems, or policies that affect the assigned functional area. Manages time efficiently, encourages feedback, and invests in self-development.

Legal, Government and Jurisprudence – Knowledge of laws, legal codes, court procedures, precedents, legal practices and documents, government regulations, executive orders, agency rules, government organization and functions, and the democratic political process.

Influencing/Negotiating – Persuades others to accept recommendations, cooperate, or change their behavior, works with others towards an agreement, and negotiates to find mutually acceptable solutions.

Client Orientation – Applies quality management principles and processes for delivery of high-quality products and service(s) within a functional area, meets routine demands of internal and external customers/stakeholders, and strives for continuous improvement.

Leadership – Initiates and sustains action to accomplish the goals of a functional area by guiding and motivating others and gaining the confidence and active support of subordinates, peers, and internal and external customers/stakeholders, achieves voluntary commitment to shared values and goals, and adapts leadership style to different situations.

Planning and Evaluating – Establishes objectives and strategies for a functional area, identifies required resources, and develops plans for carrying out the work in a timely manner. Monitors and evaluates progress to ensure that policies are being implemented and adjusted as necessary to accomplish the organization's mission.

Team Building – Encourages and facilitates cooperation and open communication, promotes team work at all levels within a functional area, cooperates with staff, higher-level managers, peers, and internal and external customers/stakeholders to accomplish the organization's goals.

Internal Controls/Integrity – Follows guidelines to implement and maintain accounting and administrative controls for the assigned functional area within an agency/department. Exhibits personal integrity, promotes ethical conduct by employees, and abides by the City's Code of Ethics.

Technical Competence – Is knowledgeable about the subject matter, procedures, requirements, regulations, and policies related to area of responsibility and provides expert advice to staff, higher-level managers, peers, and internal and external customers/stakeholders.

Knowledge of supervisory theories and methods sufficient to be able to perform a variety of lead work or supervisory functions.

Physical Demands:

Sitting: remaining in the normal seated position.
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.

Working Environment:

Pressure due to multiple calls and inquiries.
Subject to many interruptions.

Education Requirement:

Baccalaureate Degree in a related field based on a specific position(s).

Experience Requirement:

Three years of experience acting as an administrator or a full performance level professional within a specialized, functional area. (Some positions may require experience in a specific area.)

Education/Experience Equivalency:

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

Licensure and/or Certification:

By position, completion of a Career Service Authority supervisory training course prior to completion of the probationary period.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 04/06/2008

REVISED DATE: 09/07/2008

ESTABLISHED BY: Patricia Anderson

CLASS HISTORY 4/2008 - This is a new class.
9/2008 – The Education Requirement was changed to the following:
Baccalaureate Degree in a related field based on a specific position(s).