



Career Service Authority

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Contract Administration Supervisor

GENERAL STATEMENT OF CLASS DUTIES

Performs professional and supervisory work over staff involved in the procurement and administration of contracts, directs policy and procedure development, and develops long range and short term goals and objectives for the assigned area(s) in conjunction with departmental plans and goals.

DISTINGUISHING CHARACTERISTICS

This class performs professional and supervisory work over staff involved in the procurement and administration of contracts. This class is distinguished from the Contract Compliance Supervisor that performs supervisory duties over employees (Contract Compliance Coordinators) involved in the operation and maintenance of a contract compliance unit. The Contract Administration Supervisor is distinguished from a Manager I 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 Contract Administration Supervisor is distinguished from the Contract Administrator that negotiates, implements, and monitors contractual and use agreements for the city to assure effective delivery of goods and services.

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, 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 administrative supervision, the employee has personal accountability for carrying out an assigned function, program, or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy, and conformance to policy.

Interpersonal Communications and Purpose:

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered 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:

Supervises two or more Contract Administrators and may supervise other technical and/or office support employees.

ESSENTIAL DUTIES

Directs and evaluates the work of professional contract administration staff members, provides technical expertise to staff, and establishes section and staff work programs and objectives.

Plans, assigns, and reviews the work of staff members performing a variety of contract administration functions and recommends changes in practices and procedures to increase operating efficiency and expedite work flow.

Trains new staff members in contract administration techniques and methodologies, orients staff with appropriate policies, regulations, and procedures, and ensures that work conforms to standards and regulations.

Develops internal procedures for contract procurement and final settlement and develops procedures to monitor contract retention, claims, and amendments.

Develops or modifies work plans, methods, and procedures and determines work priorities.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines standards for problem resolution.

Develops the performance enhancement plan, documents performance, provides performance feedback, and formally evaluates the work of employees.

Responds to formal and informal employee grievances and prepares written response.

Documents causes for disciplinary action and initiates letters of reprimand and formal recommendations for disciplinary action.

Provides work instruction and assists employees with difficult and/or unusual assignments.

Performs other related duties as assigned.

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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.
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MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

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

Integrity/Honesty – Displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, chooses an ethical course of action, and is trustworthy.

Conscientiousness – Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

Organizational Awareness – Knows how organization's mission and functions and how its social, political, and technological systems work and operates effectively within them. This includes programs, policies, procedures, rules, and regulations of the work unit and/or organization.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Reading – Learns from written material by determining the main idea or essential message and recognizes correct English grammar, punctuation, and spelling.

Listening – Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Writing – Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information, and messages in writing.

Human Resources Management – Empowers staff by sharing power and authority, develops lower levels of leadership, pushing authority down and out throughout the organization, shares rewards with staff, and ensures staff is properly selected, used, appraised, developed, and are treated fairly.

Managing Diverse Workforce – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce and manages workforce diversity.

Flexibility – Adapts quickly to changes.

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

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

Speaking – Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations and uses appropriate body language.

Memory – Recalls information that has been presented previously.

Reasoning – Discovers or selects rules, principles, or relationships between facts and other information.

Self-Management – Sets well-defined and realistic personal goals, monitors progress and is motivated to achieve, manages own time, and deals with stress effectively.

Oral Communication – Expresses information to individuals or groups effectively taking into account the audience and nature of the information, makes clear and convincing oral presentations, listens to others, attends to nonverbal cues, and responds appropriately.

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

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identify, fosters commitment and team spirit, and works with others to achieve goals.

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Decision Making – Specific goals and obstacles to achieving those goals, generates alternatives, considers risk, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Customer Service – Works with customers to assess needs, provide assistance, resolve problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

Problem Solving – Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

Planning and Evaluating – Organizes work, sets priorities, determines resource requirements, determines short or long-term goals and strategies to achieve them, coordinates with other organizations or parts of an organization, monitors progress, and evaluates outcomes.

Arithmetic/Mathematical Reasoning – Performs computations such as addition, subtraction, multiplication, and division correctly and solves practical problems by choosing appropriately form a variety of mathematical techniques such as formulas and percentages.

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

Knowledge of the principles of confidentiality related to the work assignment.

Physical Demands:

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

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 Business Administration, Public Administration, Political Science, Management, or a related field.

Experience Requirement:

Three years of experience in contract negotiation, contract administration, or monitoring and enforcing contract compliance.

Education/Experience Equivalency:

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

Licensure and/or Certification:

Completion of a Career Service Authority supervisory training courses prior to completion of the probationary period.
By position, requires a valid driver's license at the time of application.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/1995

REVISED DATE: 07/08/2007

REVISED BY: Patricia Anderson

CLASS HISTORY 6/1/2007 - This class has been revised and updated to reflect the work performed by employees in the class. Additionally, the pay grade was changed from 808 A to 810 A as the Contract Administrator class is currently compensated at 808 A. Therefore, the pay grade needed to be adjusted to conform with CSA's compensation practice of allowing at least two pay grades or 10% to 15% between a supervisor and the highest level subordinate.