



Office of Human Resources  
Administrator II - MA2974  
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### General Statement of 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

#### Administrator Definitions

Administrators are individual contributors, internal consultants, and technical experts within a specialized functional area of the organization and provide administrative and strategic direction to department and agency leaders.

Administrators solve complex business issues, design systems, establish policies and procedures, and implementing guidelines, rules, and regulations that are critical and directly impact the ongoing operations of a functional area.

Administrators may perform supervision or lead work of support positions within the functional area; however, these duties are not the primary focus of administration.

A functional area is a core component or major operational area within a business enterprise, such as accounting, finance, human resources, information technology, legal services, and operations.

#### Administrator Levels

The Administrator I focuses on division-level responsibilities and may have some department/agency-wide responsibilities within a defined scope. This classification typically reports to a manager or higher-level position within management.

The Administrator II focuses on department/agency-wide responsibilities and may have some citywide responsibilities within a defined scope. This classification typically reports to a director or higher-level positions within management.

The Administrator III focuses on citywide responsibilities or department/agency-wide responsibilities with citywide impacts or implications. Citywide impact is defined as directing and having direct oversight of activities within external departments and agencies within the city, which is not external to the city. This classification typically reports to an executive-level position or an appointing authority.

### 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.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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.

## Competencies

**Customer Service** – Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

**Decisiveness** – Makes well-informed, effective, and timely decisions, even when data are limited or solutions produce unpleasant consequences; perceives the impact and implications of decisions.

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

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

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

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict

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.

### **Knowledge & Skills**

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

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.

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

### **Level of Supervision Exercised**

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

### **Education Requirement**

Bachelor's Degree in Business Administration or a related field based on a specific position(s).

### **Experience Requirement**

Five (5) years' experience performing full performance professional level duties within a specialized, functional area. (This does not include clerical experience.)

### **Education & Experience Equivalency**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

### **Licensure & Certification**

None

### **Working Environment**

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

### **Level of Physical Demand**

1-Sedentary (0-10 lbs.)

### **Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Sitting: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

**Background Check Requirement**

Criminal Check  
Employment Verification  
Education Check

**Assessment Requirement**

None

**Probation Period**

At-Will Position.

**Class Detail**

**Pay Grade:** EX-12  
**FLSA Code:** Y  
**Established Date:** 12/14/2018  
**Established By:** LS  
**Revised Date:** 9/25/21  
**Revised By:** JH  
**Class History:** Revised distinguishing characteristics and experience.