



SEPTEMBER 2018
FLSA: EXEMPT

FINANCE AND ADMINISTRATIVE SERVICES MANAGER

DEFINITION

Under administrative direction, plans, manages, and directs the District's finance and customer services operations; coordinates activities with those of other departments for operational efficiencies and optimal service delivery; assumes responsibility for a variety of programs, projects and special assignments; provides assistance to District management staff in areas of expertise; and performs other duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the General Manager. Exercises direct supervision over professional, technical and clerical staff.

CLASS CHARACTERISTICS

This single-position management class oversees and participates in all District fiscal and customer service activities. The incumbent provides complex technical support and advice to the General Manager, department heads, and other employees on matters related to the District's policies and procedures in the managed functions. Responsibilities include coordinating activities with those of other departments for operational efficiencies and optimal service delivery. The incumbent is accountable for accomplishing organizational planning and operational goals and objectives and for furthering District goals and objectives within policy and procedural guidelines.

EXAMPLES OF DUTIES (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Develops and directs the implementation of goals, objectives, policies, procedures, and work standards for the District's financial and customer support functions;
- Plans, directs, and coordinates staff and operational work plans; assigns work activities and responsibilities to appropriate personnel; reviews and evaluates work methods and procedures for quality control purposes and compliance with mandated and District policies and procedures.
- Monitors the finance and administrative team's processes; determines optimal methods of service integration among the managed functions; identifies opportunities for improved service delivery methods and procedures; provides recommendations to the General Manager for process changes; and implements approved changes.

- Selects, motivates and evaluates assigned staff; provides training; works with employees to correct deficiencies; conducts staff meetings; reviews daily activities with assigned employees; and provides policy guidance and interpretation to staff.
- Plans, manages and directs the District's customer service support group's operations; functional service areas include reception, front counter permit issuance, internal and external mail processing and distribution, commercial and residential inspection and permitting, and office equipment maintenance; coordinates activities of staff with those of other District departments and outside agencies.
- Plans, manages and directs the operations and services of the finance and accounting group; areas of responsibility include budget development and administration, financial transaction processing, recordkeeping and reporting, payroll, utility billing, auditing, investment and treasury.
- Oversees finance staff in the preparation and administration of the District's operating and capital improvement budgets; oversees finance staff in the preparation of budget schedules; reviews department submissions; serves as a technical advisor on budget changes; oversees finance staff in monitoring budget performance; oversees finance staff in the preparation of periodic budget reviews/reports for submission to the Board of Directors and management.
- Directs the preparation of journals, ledgers and other accounting records, including documents and reports submitted to various regulatory and government agencies.
- Oversees the annual District financial audit; responds to, and implements, final auditor's findings and recommendations.
- Prepares, or directs the preparation of comprehensive annual financial statements including narrative, financial and statistical data.
- Develops and implements policies and procedures related to finance systems, investments, revenues, purchasing, accounts payable, and payroll.
- Oversees finance staff in reviewing and monitoring the District's cash flow activities; oversees finance staff in the determination of cash flow requirements; oversees finance staff in the preparation and analysis of cash and investment reports for the Board of Directors and management, as well as statements of revenues and expenditures.
- Assists in the management and monitoring of the financial aspects of District contracts and agreements.
- Attends and participates in the Board of Director meetings; prepares agendas and related materials for and attends various Board and Committee meetings.
- Conducts or directs the conduct of various research studies; analyzes results; evaluates alternatives; makes recommendations and prepares narrative and statistical reports.
- Prepares and directs the preparation of a variety of written correspondence, reports, procedures, ordinances and other written materials.
- Monitors changes in laws, regulations, and technology that may affect assigned operations; upon approval by the General Manager, implements policy and procedural changes and monitors to ensure changes are consistent with expectations.
- Provides technical advice to the District's management and the Board of Directors on District financial and administrative matters.
- Keeps the General Manager fully informed on all departmental activities and issues.
- Contributes to a positive work environment by participating in solutions to problems as they occur.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of public agency finance, including general and governmental accounting, treasury and related cash management programs, internal controls, fraud prevention practices, auditing, and reporting functions.
- Principles and practices of public agency budget development, contract administration and accountability.
- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and administration and supervision of staff.
- Financial information systems, database programs, and related technology, hardware and accounting information processes.
- Principles and practices of developing and implementing effective customer service operations.
- Methods and techniques of integrating service efficiencies among multiple operational functions.
- Functions, authority, and responsibilities of an elected District Board of Directors.
- Methods, techniques, and practices of data collection and analysis and report writing.
- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.
- English usage, grammar, spelling, vocabulary and punctuation.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned operations.
- Techniques for providing a high level of customer service to the public, representatives of other agencies, and District staff, in person, over the telephone, and in writing.

Ability to:

- Plan, organize, and oversee comprehensive public agency finance and customer support programs.
- Select, train, motivate, supervise, and evaluate the work of subordinate staff.
- Provide for the training and professional development of subordinate staff.
- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for assigned functional areas.
- Recommend and implement continuous process improvement principles in assigned program areas.
- Analyze, interpret and summarize financial information and data in an effective manner.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Prepare clear and concise financial and administrative reports, correspondence, policies, procedures, and other written materials.
- Organize and prioritize a variety of projects and multiple tasks with conflicting deadlines in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines; adapt to changing priorities.
- Use tact, initiative, prudence, and independent judgment.
- Effectively represent the department and the District in meetings with governmental agencies, community groups and various businesses, professional, regulatory, and legislative organizations.
- Work in a team atmosphere and participate on a variety of District-wide committees to enhance the provision of all District services.
- Effectively communicate in person, over the telephone, and in writing.

- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major course work in finance, business management, business or public administration, or a field related to the work and five (5) years of increasingly responsible financial and administrative program management experience. Relevant master's degree is desirable.

Licenses and Certifications:

- Possession of a valid California (or Nevada) class C driver's license with a satisfactory driving record is desirable, but not required.

PHYSICAL DEMANDS

Must possess ability to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; ability to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required; ability to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with difficult staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Occasional attendance at off-hours meetings is required.