

**CITY OF CONCORD  
CLASS SPECIFICATION**

**CLASS TITLE: ADMINISTRATION DIVISION MANAGER**  
**DEPARTMENT: GENERAL SERVICES**  
**REPORTS TO: DEPUTY GENERAL SERVICES DIRECTOR**

**DATE: 07/17**

**JOB SUMMARY:**

Supervises, directs and manages the Administration Division including: utility management (billing and metering), administration, and solid waste management multi-year services contracts. Responsibilities include: assisting in the financial management of the arena, water, wastewater, and solid waste funds, budget development and monitoring for the Department. Provides for and monitors the Department's customer service, communication and community engagement initiatives (or activities).

**ESSENTIAL JOB FUNCTIONS:**

Carries out supervisory responsibilities in accordance with city policies, procedures, and applicable laws, including training in job skills, appraising performance, addressing complaints, resolving problems, and planning, assigning and directing work.

Oversees payroll, inventory, accounts payable and accounts receivables, utility billing, purchase orders, meter inventory and meters, and cross-connection control.

Oversees water conservation and leak detection program including public education efforts.

Manages and monitors overall department customer service, community outreach and community engagement activities

Manages the City's solid waste program including contract administration with vendors, resolving contract issues, and managing resident inquiries regarding service provided by a contract vendor.

Plans, organizes, assigns, reviews, and controls work production and activities, to include procedures, allocation of resources, problem resolution, and training of employees.

Oversees and monitors soil vapor extraction systems and vegetative management for city landfills; monitors groundwater quality

Assembles, reviews, and compiles data to comply with state regulatory reporting requirements and files appropriate reports with state agencies for groundwater permits associated with City landfills

Develops and recommends operating and capital budgets for the division annually; monitors and administers approved budget.

Plans, organizes, and evaluates division operations including scheduling. implementing policies, procedures, equipment, and labor;

Plans long and short-term activities and special projects; develops and implements work objectives for the division.

Performs special assignments as requested, to include researching and preparing reports and projects, developing and implementing programs, administering state and federal grants, and presenting technical data to management, elected officials, and others.

Serves as staff liaison to the Solid Waste Advisory Committee; attends and participates in professional association meetings and on internal city operation review teams;

Performs other related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

Computer    Calculator    Telephone    Photocopier (just to keep it consistent)

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

Bachelor's degree or equivalent from a four-year college or university in business administration or a related field; and four years of progressively responsible related experience; or, any combination of education, training and experience which provides the knowledge, skills and abilities required for the job.

**Licenses and Certifications:**

None.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

General principles and practices of governmental & fund accounting.

Principles and practices of budgeting and purchasing.

Record keeping, report preparation, filing methods, and records management techniques.

Correct English usage, including spelling, grammar, punctuation, and vocabulary.

Standard business arithmetic, including percentages and decimals.

Computing ratios, percentages, and statistics and developing graphs.

General office procedures, policies, and practices, and in-depth knowledge of business software programs.

Administrative principles and practices, including goal setting and program budget development and implementation.

Administration of staff and activities, either directly or through subordinate supervision.

Applicable state, federal, and local laws, rules, and regulations.

City ordinances.

Methods and techniques of research, statistical and trend analysis, and report presentation.

Computer applications related to the work.

**Skill in:**

Using tact, discretion, initiative, and independent judgment within established guidelines.

Analyzing and resolving office administrative and in-the-field technical situations and problems.

Researching, compiling, and summarizing a variety of informational and statistical data and materials.

Solving abstract problems.

Creating concrete sequential programs from abstract ideas.

Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.

Using a personal computer to accurately and rapidly enter and retrieve data and information.

Communicating clearly and effectively, orally and in writing.

Planning, organizing, assigning, directing, reviewing, and evaluating the work of staff.

Selecting and motivating staff and providing for their training and professional development.

Preparing clear and concise reports, correspondence, and other written materials.

**Mental and Physical Abilities to:**

Read and interpret documents such as safety rules and contract work specifications.

Speak effectively before groups of employees, citizen groups, advisory committees, and the City Council.

Read, analyze, and interpret professional periodicals and journals, technical procedures, and government regulations.

Write reports, correspondence, and procedure manuals.

Apply concepts such as trends, fractions, percentages, ratios, and proportions to practical situations.

Deal with problems involving several abstract variables in standardized situations.

Interpret a variety of instructions in written, oral, diagram, or schedule form.

Perform duties while sitting at a desk or in the field.

Occasionally lift light objects.

Use tools or equipment requiring a high degree of dexterity.

Distinguish between shades of color.

**Working Conditions:**

Work is performed in an office and in the field.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.