



THE METROPOLITAN WATER DISTRICT
OF SOUTHERN CALIFORNIA

ADMINISTRATIVE SERVICES BUSINESS MANAGEMENT TEAM MANAGER

| | | |
|--|--|---|
| Group-Section: Chief Administrative Officer Group-Administrative Services Section | FLSA Status: Exempt Bargaining Unit: MAPA | Salary Grade: 059 Job #: TM001 |
|--|--|---|

JOB SUMMARY

Responsible for the preparation, analysis, and monitoring of the section annual budget including operations and maintenance and capital, operating equipment, contract services, and expenditures; development of the business services business plan, management of human resource-related activities including selection, training, performance measures, and safety issues; manage the Business Resource Center consisting of the travel desk, telephone operators, coordination of copier repairs; records management; procurement and contract oversight; mail services; and execution of administrative studies.

OVERSIGHT

Oversight Received: Receives direction from the Unit or Section Manager.

Oversight Given: Manages and supervises a staff of professionals, paraprofessionals, and administrative support.

JOB DUTIES

1. Supervises staff including selection, assignment, and monitoring of work, coaching, mentoring, counseling, and performance assessment; determines priorities and aligns workload; assesses employees' competencies and develops training plans; trains subordinates in applicable techniques and methodologies; and ensures staff compliance with applicable health and safety standards and requirements.
2. Provides administrative services to the organization such as coordinating the establishment and tracking of organizational goals and objectives; analyzing organizational activities and preparing reports; coordinating development and monitoring of the organizational business plan and metrics; reviewing and reporting on status of all organizational activities; may administer professional service consulting contracts; providing input regarding policy and procedures; and developing presentations.
3. Coordinates the development of the section and team budget; oversees regular monitoring and variance reporting; and oversees cost benefit studies.
4. Leads staff in development of team strategies, goals, and objectives for customer support and service; plans, develops, and approves schedules, priorities and standards for achieving team goals; analyzes team activities and prepares reports; develops and monitors team budget; evaluates team resource needs and prepares staffing and consulting requests; and reviews and approves time, reimbursement requests, and purchases.

5. Meets with key customers to work on projects and initiatives and supports applicable customer satisfaction feedback mechanisms.
6. Manages the mail services function at Metropolitan Headquarters including coordinating Board mailings; tracking and delivering all incoming mail and packages; and preparing mail for pick-up.
7. Coordinates development of audit responses; and monitors completion of commitments.
8. Manages the technology selection and administration of travel services.
9. Manages the technology selection and administration of satellite copiers.
10. Performs other duties as required.

EMPLOYMENT STANDARDS

MINIMUM QUALIFICATIONS

Education and Experience: Bachelor's degree from an accredited college or university and eight years of increasingly responsible relevant experience, of which two years must have been in a project management, supervisory, or lead capacity; or an advanced degree from an accredited college or university and six years of increasingly responsible relevant experience, of which two years must have been in a project management, supervisory, or lead capacity.

Required Knowledge of: Management and supervisory methods and techniques; principles of organizational and strategic planning; personnel and general disciplinary policies and practices; relevant federal, state, and local laws; principles of budgeting, cost monitoring, and accounting; project management including planning, scheduling, and costing; report writing; performance measurement tools and metrics; policies and procedures related to procurement, contract administration, and other business activities; knowledge on current industry-wide trends and potential impact on the support business, travel services, facility management; and knowledge of information technology systems and applications relevant to the position.

Required Skills and Abilities to: Manage a diverse workforce; resolve organizational and resource problems; perform financial analysis; plan, organize, and evaluate the work of subordinates and/or project team members; mentor, develop, and motivate staff; determine staffing needs; review work products for detail and adherence to guidelines; facilitate teamwork; establish and maintain collaborative working relationships with all levels within the organization, other agencies, and the public; exercise a high level of customer service; use business and project management applications and methodologies; communicate orally and in writing on administrative and technical topics; negotiate and build consensus; exercise judgment and discretion; devise long-term planning strategies; prepare reports, presentations, and analytical studies for all levels of management; and interpret policies, rules, and regulations.

CERTIFICATES, LICENSES, AND REGISTRATIONS REQUIREMENTS

Certificates

- None

Job Title: Administrative Services Business Management Team Manager

Job Code: TM001

Adopted: 04/27/05

Revised: 06/29/17

Supersedes: 02/14/17

Page: 2

Licenses

- Valid California Class C Driver License

Registrations

- None

PHYSICAL DEMANDS/WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met or may be encountered by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands: The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items such as paper, books, or small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment: The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc. The work area is adequately lighted, heated, and ventilated. May travel to various sites requiring overnight stay.

Vision Requirements: No special vision requirements