

**COASTSIDE COUNTY WATER DISTRICT
CLASS SPECIFICATION
ADMINISTRATIVE SERVICES MANAGER**

DEFINITION:

Under general supervision, oversees and supervises day-to-day administrative, customer service, human resources, facilities, and financial support functions for the District. Also plays key role in customer-focused contract administration for the District, including managing administration of water connection purchases and transfers, plan reviews, and District bidding/procurement activities. Participates in the development and enforcement of District policy and practices, and serves as a key liaison with governmental and other agencies to ensure compliance with reporting/procedures.

DISTINGUISHING CHARACTERISTICS:

This is a single-position class that reports to the Assistant General Manager – Finance and Administration. This class is distinguished from the Assistant General Manager – Finance and Administration role in that it has a narrower set of administrative and supervisory responsibilities and less formal interaction with the Board of Directors. This class provides technical and procedural guidance to the Customer Support Specialist role; the Customer Support Specialist class actively supports many of the processes managed by the Administrative Services Manager. Duties are diversified and require multi-tasking skills and sharp attention to details, historical practices and compliance with District and governmental policies and requirements. Position also serves in a lead problem solving role for the District, and provides direction and guidance to customer service staff in handling customer service related issues.

EXAMPLES OF DUTIES:

Duties may include, but are not necessarily limited to:

- Supervises office/customer service staff, including customer interface and problem solving (whether by phone, in person), support of utility billing, accounts receivable, cash receipts and collections, payroll, and accounts payable. Also performs or supervises other accounting related activities and reporting as required.
- Oversees human resource and payroll functions, including, but not limited to, ensuring compliance with CalPERS; managing medical and other insurances, including administering Workers Compensation claims.
- With support from the Customer Support Specialist, is responsible for:
 - The Crystal Springs Program (CSP) for uninstalled connections
 - Water Service Agreements for mainline extensions.
 - California Coastal Commission Reporting for the El Granada Pipeline
 - Building and Planning review, in coordination with City and County Planning and Building agencies. Works closely with Water Resource Analyst and Customer Support Specialist (or designated reviewer of plan reviews).
 - Serves as principal staff resource providing information to the general public, property owners, customers, realtors, developers, and other agencies regarding water service connections and assessments.

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- Policies and procedures manuals related to transfers, water service agreements, planning reviews.
- Administers 457 retirement plans, including related banking functions such as deposits, transfers, and record keeping, pension plans, and credit unions for all employees; attends related seminars throughout the year;
- Board-level reporting related to areas of responsibility.
- Manages facilities related infrastructure (and outsourced services) including building maintenance, supplies, offsite storage, telephone, internet, and computer systems/software.
- Develops analyses, spreadsheets, and reports; compiles documents, etc. to respond to requests from Staff; Board of Directors; customers; property owners; and public agencies.
- Coordinates plan reviews and other activities as required with District Staff, District Counsel, District Engineer, public agencies, and other parties to ensure a timely response from the District.
- Coordinates water purchases and service connection transfers from initial request through contract agreement and Counsel and Board approval. Maintains historical accounting of water service connections including installed vs. uninstalled connections; ownership records; water transfers; and other related data.
- Performs contract administration functions as well as purchasing and bid documentation for the District.

MINIMUM QUALIFICATIONS:

Any combination of education and experience that would provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Training and Experience:

Bachelor's degree from an accredited college or university or equivalent work experience in an administrative or financial role, AND

5+ years of increasingly responsible experience in general administration, preferably at a public utility or public agency, and including 3+ years of lead or supervisory experience.

Knowledge of:

- District rules, regulations, policies, and activities.
- Effective customer service standards and techniques.
- Enterprise/computer systems, including customer service and billing, and financial systems. Proficient in MS Office.
- Principles and practices of supervision, training and performance evaluation.
- Financial controls, reporting, and budget preparation.

Administrative Services Manager (formerly named Office Manager)

Effective: May 13, 2025

Page 2 of 3

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- Purchasing and procurement processes and procedures in a public environment, with a particular emphasis on competitive bidding processes.
- Pertinent local, State and Federal laws and ordinances which impact the daily operation of a public agency or special district.
- Human resource policies and practices.

Ability to:

- Supervise, schedule, train and direct the work of assigned personnel.
- Exercise good judgment, keep calm, and make appropriate decisions in emergency situations and under pressure.
- Take a leadership role in resolving customer and other District issues.
- Establish and maintain effective, pleasant, and cooperative working relationships with employees, officials and the general public.
- Communicate effectively, both orally and in writing, with District Staff; Board of Directors; District Counsel; Government agencies, and the public.
- Independently manage assigned projects from concept through research, analysis, recommendation and implementation.

Skill In:

- Accounting functions such as utility billing; cash receipts; general ledger, accounts receivable/payable, payroll.
- Organization and record keeping.

Licenses/Certificates:

Possession of a valid Class C California State operator's license with a driving record acceptable to the District.

PHYSICAL REQUIREMENTS

The incumbent must be able to perform job functions in a safe manner to avoid injuries and damage to district property. Vision, hearing and speech are required along with manual dexterity. This position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, and stooping in the performance of daily activities. The need to drag, lift, and push equipment and materials weighing up to 35 pounds is required.

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent.