

CITY OF SIMI VALLEY

Deputy Administrative Services Director (Support Services)

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under administrative direction, directs, manages, supervises and coordinates the activities and operations of the Support Services division within the Administrative Services department including the City's purchasing function, printing and duplicating services, graphics services, telecommunication systems, wireless and radio communications systems, central office supplies and equipment, office furnishing program, facility renovations, and mail services; coordinates assigned activities with other divisions, departments and outside agencies; and provides highly responsible and complex administrative support to the Administrative Services Director.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Assume management responsibility for assigned services and activities of the Support Services division including City purchasing, City communications including voice wireless, radio, and data network, office furnishing systems and projects, facility development projects, mail and messenger services, printing, duplicating, bindery, graphics, and central services including office supplies, office equipment and copiers.
2. Manage and participate in the development and implementation of goals, objectives, policies and priorities for assigned programs; recommend and administer policies, procedures, and City ordinances.
3. Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; recommend, within departmental policy, appropriate service and staffing levels.
4. Plan, direct, coordinate and review the work plan for support services staff; assign work activities, projects and programs; review and evaluate work products, methods and procedures; meet with staff to identify and resolve problems.
5. Plan, manage and direct division activities and operations; develop short and long range plans to improve and upgrade service levels; develop ordinances, policies, procedures, and standards necessary for program operations.
6. Plan, manage, and direct the City-wide telephone system and network and the City's wireless communications and radio systems; meet with departments to determine user communication needs; develop short and long range communication plans; develop, implement, and maintain telecommunication systems.
7. Plan, manage, and direct complex modular furniture program; oversee space planning and project implementation for open office areas furnished with modular furniture.
8. Plan, manage, and direct the City's purchasing program including oversight of all bids, approval of all City contracts executed by the City Manager or City Council, oversight of the materials

management component of the City's financial system including operation, configuration, user training, and workflow maintenance.

9. Select, train, motivate and evaluate support services personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
10. Oversee and participate in the development and administration of the division's annual budget; participate in the forecast of funds needed for staffing, services, equipment, materials and supplies; monitor and approve expenditures; implement adjustments.
11. Serve as the liaison for the Support Services division with other divisions, departments and outside agencies; negotiate and resolve sensitive and controversial issues.
12. Serve as staff on a variety of boards, commissions and committees; prepare and present staff reports and other necessary correspondence.
13. Provide responsible staff assistance to the Administrative Services Director.
14. Conduct a variety of organizational studies, investigations, and operational studies; recommend modifications to support services programs, policies, and procedures as appropriate.
15. Ensure compliance with federal, state, and local laws, ordinances, and regulations.
16. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the fields of purchasing, telecommunication systems, graphic arts and support services areas.
17. Respond to and resolve difficult and sensitive citizen inquiries and complaints.
18. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Operational characteristics, services and activities of a support services program including purchasing, telecommunication systems, wireless/radio communications, and graphic arts.
- Principles and procedures of a City-wide telecommunication system.
- Theories related to wireless/radio communications, telecommunications, and network communications.
- Operations and activities of a complex modular furniture, facility renovation, and space planning program.
- Principles and practices of public purchasing, bidding, and contracts.
- Principles and practices of program development and administration.
- Project management methodologies, including project scheduling, risk assessment, and quality assurance.
- Methods and techniques of printing and graphics.
- Office procedures, methods, and equipment including computers and applicable software applications.
- Principles and practices of municipal budget preparation and administration.
- Principles of supervision, training and performance evaluation.
- Pertinent federal, state and local laws, codes and regulations including Federal Communications Commission (FCC) and the Public Utilities Commission (PUC).

Ability to:

Oversee and participate in the management of a comprehensive support services program.
Oversee, direct and coordinate the work of lower level staff.
Select, supervise, train and evaluate staff.
Participate in the development and administration of division goals, objectives and procedures.
Formulate and implement long-range strategic plans.
Prepare and administer large and complex program budgets.
Coordinate a City-wide telecommunications system and network.
Design effective and efficient work stations.
Prepare clear and concise administrative and financial reports.
Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
Research, analyze and evaluate new service delivery methods and techniques.
Interpret and apply federal, state and local policies, laws and regulations.
Operate office equipment including computers and supporting software applications.
Adapt to changing technologies and learn functionality of new equipment and systems.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in public or business administration or a related field.

Experience:

Five years of increasingly responsible support services experience including two years of administrative and supervisory responsibility.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met 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 job functions.

Environment: Standard office setting.

Physical: Primary functions require sufficient physical ability to work in an office setting and operate office equipment.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents.

Hearing: Hear in the normal audio range with or without correction.

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Johnson & Associates

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