

## **SUNRISE RECREATION AND PARK DISTRICT CLASSIFICATION SPECIFICATION**

**JOB TITLE:**        **Administrative Services Manager**

**DIVISION:**        **Administration**

### **CLASS DEFINITION:**

Plans, directs, manages and coordinates the activities and staff of the District's office operations, human resources operations, customer service and administrative support functions; as a member of the District's management team, participates in the development of District policies and services; provides direct supervision over a centralized unit of customer service, and office support; oversees and manages consulting contracts for information technology, internet and phone, and related administrative services; represents the District in labor negotiations and in contacts with the public, service providers, external auditors, and other governmental agencies; provides complex staff support to the Board and District Administrator; and performs special projects as assigned and related work as required. This position oversees recruitment, employee relations, , benefits administration, risk management and personnel policies while supporting broader administrative functions including policy development, and organizational operations. The position provides professional and technical assistance to executive leadership and ensures compliance with federal, state, and local employment regulations.

### **DISTINGUISHING CHARACTERISTICS:**

This single-position management classification is responsible for planning, organizing and managing the District's customer service, payroll and benefits administration, human resources and administrative support functions and the maintenance of a variety of personnel records. This position also manages ongoing contracts for human resources and information technology consulting services and provides complex staff support to the Board and District Administrator.

### **SUPERVISION RECEIVED/EXERCISED:**

Receives general to limited direction from the Administrative Services and Finance Superintendent within a framework of broad policies and general objectives. Incumbent exercises direct supervision over a centralized unit of payroll, customer service, office support and clerical staff and provides technical guidance to District management and staff.

### **EXAMPLE OF ESSENTIAL JOB FUNCTIONS:**

Responsibilities and duties include, but are not limited to the following:

- Plan, organize, and manage the District's human resource programs including recruitment, onboarding, classification and compensation, benefits administration, and employee relations.
- Plans, organizes, directs, oversees and performs activities related to the District's office operations, customer service, employee payroll and benefits administration, records management and general administrative support functions; and coordinates performance of these functions with other District operating units.
- Ensure compliance with federal, state, and local employment laws including wage and hour regulations, leave laws, and workplace safety requirements.
- Administer employee disciplinary processes, investigations, and performance

management programs in coordination with supervisors and legal counsel.

- Coordinate recruitment processes including job postings, applicant screening, interview coordination, and hiring procedures.
- Maintain and update personnel policies, employee handbook provisions, and HR procedures.
- Oversee employee benefits programs including health insurance, retirement plans, and leave administration.
- Maintain confidential personnel records and HR information systems.
- Recruits, selects, assigns, motivates and evaluates the performance of subordinate, customer service and administrative support staff; provides or coordinates provision of employee training; works with employees to correct deficiencies and implements or recommends corrective action.
- Ensures that payroll changes such as terminations, deductions, changes in employee benefit options, overtime and special payroll status transactions such as voluntary deductions, and/or withholding payments are accurately entered into an automated payroll database; verifies and transfers payroll online for preparation of payroll checks; provides payroll records as appropriate to benefit providers and government agencies.
- Oversees and manages ongoing consulting contracts for human resources and information technology services; coordinates with consultant to interpret personnel laws, rules, regulations, policies, procedures for District managers and staff, as needed.
- Ensures that confidential personnel records and databases are effectively maintained, including employee time and leave balances and required DOT, Workers Compensation and OSHA files; oversees and/or maintains training databases and training history files and tracks license, insurance and certification requirements and notifies employees when re-certification is due.
- Oversees and participates, as needed, in the performance of customer service activities, including District program registrations and facility reservations; answers phones and greets visitors and independently researches and responds to a variety of customer inquiries and complaints pertinent to District programs, facilities, services, policies and/or procedures.
- Oversees and/or types, proofreads and appropriately distributes a variety of documents, correspondence, items, and materials, including weekly staff meeting and monthly Board meeting agenda and minutes; researches and develops a variety of reports as scheduled or assigned.
- Oversees the establishment and maintenance of District hard copy and automated files, records, archives and a variety of documents according to established filing standards.
- Provide guidance to management on personnel matters, workplace policies, and employee relations issues.
- Participate in labor relations activities including contract administration, grievance response, and support for collective bargaining as assigned.
- Conduct workplace investigations and recommend corrective actions when necessary.
- Assist in development and implementation of District policies, procedures, and administrative programs.
- Support risk management efforts including workers' compensation coordination and claims administration.
- Coordinate staff training and professional development programs.
- Prepare reports, staff recommendations, and presentations for executive leadership and the Board as assigned.
- Participate in strategic planning and organizational improvement initiatives.
- Performs special projects as assigned and related work as required.
- Provide technical and administrative support to departments regarding personnel policies and administrative procedures.
- Analyze administrative processes and recommend improvements to increase efficiency and compliance.

- Maintain confidentiality of sensitive personnel and organizational information.

### **EMPLOYMENT STANDARDS:**

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

### **Education and Experience Guidelines:**

- Bachelor's degree in public administration, business administration, human resources, or a related field. Qualifying experience may be substituted for the required education.
- Four (4) or more years of increasingly responsible experience in public administration, business administration, human resources or a related field, preferably within a parks and recreation agency, special district, or local government.
- At least two (2) years of experience in a supervisory or management position.

### **Knowledge of:**

- Principles, practices, and procedures of effective office operations.
- Operational characteristics, services and activities of customer service and administrative support functions.
- Principles and practices of effective supervision, employee development and performance management.
- Payroll development and reporting requirements.
- Public relations theories, methods, and practices and their appropriate application to a variety of customer service activities.
- District policies, procedures, operations, programs and functions.
- Filing methods and recordkeeping practices applicable to the maintenance of a variety of administrative, personnel, and payroll records.
- Modern office procedures and proficient at personal computer operation and software applications used by the District.
- Effective and appropriate public contact and telephone techniques.
- Principles and practices of human resources management.
- Federal and state employment laws and regulations.
- Public sector personnel practices.
- Employee relations and disciplinary procedures.
- Recruitment and selection techniques.
- Benefits administration and leave management.
- Risk management and workers' compensation processes.
- Modern office systems and HR information systems.

### **Ability to:**

- Use tact and diplomacy in the resolution of errors and disputes.
- Exercise tact, judgment and patience in dealing with the public, other agencies and District staff.
- Adjust to continuous change and/or frequent interruption.
- Plan, organize and manage District office operations, and reporting functions.
- Provide administrative/professional leadership and direction for areas of responsibility.
- Recommend and implement goals, objectives and practices for areas of responsibility.
- Plan, organize, validate and ensure the accuracy of information and data.
- Select, supervise, train, motivate and evaluate the performance of subordinate personnel effectively delegate authority and responsibility.
- Analyze problems, identify and evaluate alternative solutions and make appropriate recommendations.
- Independently interpret and apply complex regulations, rules, policies and procedures.
- Prepare clear, concise and accurate reports.
- Establish and accurately maintain a variety of filing systems, including specialized payroll records.
- Establish and maintain effective working relationships with those contacted during the performance of work duties and responsibilities.
- Interpret and apply employment laws, regulations, and policies.
- Maintain confidentiality and exercise sound judgment in sensitive situations.
- Conduct workplace investigations and prepare reports.
- Communicate clearly and effectively both orally and in writing.
- Establish and maintain effective working relationships with employees, management, and external partners.
- Organize and manage multiple projects simultaneously.
- Perform essential duties of job without causing harm to self or others.

### **Licenses/Certification Required:**

- Possession of a valid class C California Driver's license and a satisfactory driving record.
- Professional HR certification such as SHRM-CP, SHRM-SCP, PHR, or SPHR is desirable.

### **WORKING CONDITIONS:**

#### **Environmental Conditions:**

Essential duties are performed in a controlled temperature, dynamic office environment. Incumbents work closely with the public and other District personnel in the performance of assigned duties and responsibilities.

#### **Physical Conditions:**

Essential duties are performed in a dynamic environment requiring attention to detail while interacting with others in person and on the phone and the ability to: sit for extended periods of time while viewing data on a computer screen; use finger and hand dexterity to operate a personal computer and other standard office equipment; effectively communicate with others to gather, provide and clarify complex information, reach for files and folders and other items; and stand, walk, push, pull and grasp files and other items on a daily basis.

**OTHER:**

FLSA STATUS: Exempt – Management

**Note:** The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an inclusive list of all duties, responsibilities and skills required of incumbents. In accordance with the Americans with Disability Act, reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential job functions.

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