Administrative Services Manager

**Funding**: 101-Planning, 101-General, Fire, Water/Sewer, Parks and Paths

**Salary:** full time, permanent, non-exempt $77,000 to $84,000 plus benefits

**Report to:** Jointly to the Clerk, Supervisor, and Treasurer

**Supervises:** Office Coordinator, Administrative Clerk, administrative activities of Utilities Administrative Assistant (still reports to Utilities Director)

# Definition

Under general administrative direction of, the incumbent in this job functions as a senior manager operating within a broad area of administration and information. The incumbent assumes sole responsibility for a functional areas of service; coordinates and implements program planning; and defines staffing requirements, resource allocation and identification of future resource needs. Incumbents also interface with all managerial levels of Township government and outside agencies, and serve as representative of the assigned areas in meetings involving administrative systems, policies or procedures; and perform related duties as required.

# Distinguishing Features

Assigned significant responsibility to develop, coordinate, and execute policies, methods, and procedures to deliver administrative services and information management across the Township’s areas of responsibility. Workflow process redesign and staff training are essential responsibilities. Provides technical leadership and direction for the Township. Performs or oversees all or most of the systems development life cycle and ongoing administration functions, including needs analysis, feasibility analysis, technology and software assessment, technical and procedural documentation, user training. Decisions made by this incumbent directly impact the effective functioning of the Township’s services, and incumbent develops procedures affecting the provision and delivery of public services. Inappropriate decisions would negatively affect the health and welfare of a segment of the population or the economic vitality of a segment of the Township.

# Duties

1. Plans, monitors, evaluates, and supervises the Township’s administrative services and information management across all areas of the Township including but not limited to Fire, Water and Sewer, General Government, Planning and Zoning, Parks and Pathways, Open Space, and all other initiatives of the Township.
2. Coordinates the development of a newly configured Township administrative shared services team, consisting of existing staff and new contractors, to provide consistent administrative services across distinct and diverse Township functions. Plan and oversee implementation of new schedule, work sites, and procedures to deploy administrative support in the Utilities, Fire, and Township Hall. Set standard for response to telephone and in-person access services for residents at Fire Station, Utilities Department, and Township Hall.
3. Conceptualize and develop cross-functional strategic objectives for administration and information services, business processes, and initiatives.
4. Partner with the Clerk and Supervisor to manage Board of Trustees meeting logistics, develop agendas, post agendas and materials for the Board of Trustees. Attend all Board of Trustees meetings and take minutes. Initiate and track implementation of Board actions, maintaining ongoing work plan for the Board of Trustees.
5. Serve as Township’s Chief Information Officer to develop and manage the Township’s ability to collect and share usable information to increase efficiency and extend open data to the public.
6. Manage and/or administer the design and development of data structures and data extracts to support comprehensive data collection, loading, and extraction for complex analyses.
7. Serve as Township’s Training Officer to provide access to required and recommended trainings (including all current software and technology deployed by Township) and customized continuing education for all Township employees, in partnership with directors of respective areas.
8. Monitor activities for contract compliance; direct the establishment of methods for project analysis and preparation of performance reports; direct studies and make recommendations on program modification and adjustments to assure contract adherence and responsiveness of programs to Township needs, e.g., implementation of new Buy-Protect-Sell Program.
9. Develops and coordinates preparation of annual work program and operating budgets of Information Technology, General Government, and any other revenue dedicated for the efficient administration of Township activities.
10. Prepares, reviews, and executes contracts and subcontracts for authorized disbursements for services rendered; prepares and processes all necessary documents for fiscal payments to vendors, and provides appropriate fiscal budgetary control.
11. Seek and apply for funds from various governmental agencies, private foundations, and other private contributors to augment established Township funding sources. Submit timely and accurate reports for all existing grant funded projects.
12. Reviews and recommends information technology, office equipment, and training budgets; meets staff and contractors to outline program requirements and procedures and resolve problems. Assists in fleet management, resale or recycling of obsolete equipment.
13. Gives technical advice to staff, volunteers, and others at the Township in evaluating potential software, hardware, and information management services.
14. Oversee and further develop Township’s GIS operations across Water and Sewer, Parks and Pathways, Assessing, Open Space and Protected Natural Areas, all areas. Manage data collection and get updates inhouse from Water and Sewer technicians while in the field during routine maintenance. Log all trails, pathways, parks, fire apparatus, other new public infrastructure of the Township. Oversee any GIS contractors, interns, or future employees working on GIS projects for the Township.
15. Create and present reports, graphs, dashboards to meet user and program requirements; integrate data sources to create new analyses, maps, and other data visualizations to support range of Township initiatives.
16. Develop and implement procedures for assuring the Township’s compliance with applicable federal, state, and local laws and regulations related to Records Retention, Open Governance, and Accessibility.
17. As assigned, attend program or project related meetings and represent the Township in explaining and interpreting projects and objectives and their applicability to the Township.
18. Guide development of Township’s legislative agenda, and monitor areas related to Township’s interest in technology, information, open governance, records retention, and related issues.
19. Provide regular technical guidance and content support, including staying abreast of current research and practice, to committees of the Board as needed.

# Knowledge Skills and Abilities

Thorough knowledge of principles and practices of information management, complex administration, and open governance.

Abilities and skills to: work within the Township governmental structure and external partners to plan, organized, initiate, direct and review work of subordinates or consultants: apply principles to define problems, collect data establish facts and draw valid conclusions; write clear and concise reports, recommendations and correspondence; deal effectively with representatives of governmental organizations and residents; speaking effectively before individuals and groups.

Software: ArcGIS, Tableau, BS&A, MS Office Suite.

# Experience and Training

1. At least 7 years of administrative/professional experience in government administration, information management, library services, data sciences, or related field.
2. Preferred Possession of Masters level or higher in Data Sciences, Urban and Regional Planning, Public Administration, Public Policy, Public Health, or related field.