

TRANSPORTATION SUPPORT SERVICES ADMINISTRATOR

JOB DESCRIPTION

Classification Responsibilities: Under general direction, the Transportation Support Services Administrator manages and participates in a variety of highly complex professional duties to include the planning, development, and implementation of fiscal and financial activities; customer service processes, administrative systems, programs, policies, and procedures; safety programs and training; and Geographical Information Systems(GIS)/Information Technology (IT) processes, programs, and systems for the Transportation Department. An employee in this class supervises professional, para-professional, technical, and other administrative staff. An employee in this class performs administrative and managerial work, which includes the oversight of staff involved in: Enterprise Resources Planning (ERP) processes, including accounts receivable, accounts payable, and purchasing duties; safety training and Commercial Vehicle programs; GIS/IT systems, such as Computerized Maintenance Management System (CMMS), Automated Vehicle Locator (LIGO), and database development and management; and citizen inquiries and complaints, Human Resources Liaison and personnel transactions, and budget expenditures reporting and tracking (examples: travel, training, supplies, uniforms, association dues, projects, and education reimbursement). This class also responds to and handles escalated citizen complaints on behalf of the Transportation Department Director, City Officials, and/or the City Manager; conducts research and prepares council and management reports on materials, methods, and equipment; develops short- and long-range program activity projections; and assists in the development of departmental policies and procedures. An employee in this class is expected to exercise considerable initiative and independent judgment in resolving procedural and/or operational problems. This class performs related duties as required.

Distinguishing Features: This classification has been designated as a non-classified, non-merit system, at-will position. Work is performed under the general direction of the Transportation Department Director and is reviewed through the evaluation of conferences, meetings, reports, and results achieved. This class is FLSA exempt-executive.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications: Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Business Management, Public Administration, Finance, Accounting, or related field. Extensive (5+ years) of work experience in the management/administration of Transportation, Public Works, Municipal operations, and/or finance. Three years of supervisory experience.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Coursework or experience with Geographical Information Systems and/or Information Technology (examples: mapping, database development and management, software management, etc.) and/or financial experience (examples: budget, accounts payable, accounts receivable, ERP, etc.).

ESSENTIAL FUNCTIONS

Communication: Communicates with the general public, other City employees, vendors, management, Council, City Manager, Council Assistants, and contractors to respond to complaints from citizens and to establish timetables and coordinate activities so jobs are completed in a timely manner. Prepares written documents (examples: City Council Reports, administrative reports, performance appraisals, invoices for payment, etc.) with clearly organized thoughts using proper sentence structure, punctuation, and grammar. Prepares and conducts training sessions and/or makes presentations for senior management on new procedures, programs, or processes for employees, the community, and/or businesses. Creates and participates on interdepartmental task forces designed to solve specific problems. Speaks to community groups regarding City or department programs. Serves as department representative at meetings and committees.

Manual/Physical: Supervises and evaluates assigned staff, addresses employee concerns and problems, mentors, counsels, disciplines, and completes performance appraisals; and conducts interviews and makes hiring recommendations. Operates a variety of standard office equipment, including a personal computer (PC), copier, fax machine, telephone, and calculator. Meets scheduling and attendance requirements.

Mental: Plans, organizes, and directs the activities of assigned work areas. Supervises and evaluates the work of subordinate personnel for compliance with standard operating procedures and Department objectives. Prioritizes own work, work of others, and assigns work to personnel. Establishes and enforces operating procedures and work standards to ensure jobs are completed timely and in conformance with City and department specifications. Coordinates work activities with other City departments. Assists in the preparation of the Division budget by analyzing the personnel and equipment needs of assigned areas. Participates in the formulation of Division policies, procedures, and short-term and long-term goals and objectives. Comprehends and makes inferences from written material regarding areas of assignment. Learns job-related material in a classroom setting. Attends conferences and meetings with City staff, citizens, and/or outside agencies. Develops and implements programs and processes to ensure customers receive timely assistance and accurate information. Manages special projects and programs, including their design, development, and implementation. Performs extensive research for special projects. Collects information on operational, technical, and administrative problems and performs comprehensive analysis, including conducting, completing, and analyzing studies, surveys, and audits. Writes clear and accurate reports, which may be complex, controversial, or highly sensitive and makes recommendations based on findings to management. Analyzes operating problems and establishes or modifies strategic plans to develop solutions, plans for and initiates programs and systems to meet department needs, and develops new business processes or procedures.

Knowledge and Abilities: (*depending on assignment*)

Knowledge of:

modern management techniques, and the principles and practices of public administration and governmental organization;
professional-level research techniques, methods, and procedures;
the principles, practices, and methods of employee supervision, training, and evaluation;
the principals of public finance, organizational development, personnel management, policy formation, and budget preparation;
budget preparation and projections;
accounts receivables and accounts payable principals;
short- and long-range planning principles;
the City's procedures for procurement and accounting of services and materials;
computer software applications (examples: word processing, database, spreadsheet, scheduling, etc.);
and
the principles, practices, techniques, and terminology associated with the Transportation Department.

Ability to:

provide general management support to and perform research work for the Department Director, City Manager, and/or City Council;
plan, supervise, and evaluate the work of clerical, administrative, and professional staff associated with Human Resources, Finance, GIS/IT, and safety programs;
oversee Human Resources liaison to coordinate personnel actions and recruitment, transitional work program, FMLA, and Workers' Compensation programs efforts for the department;
coordinate and assist in strategic planning;
assess and assign priorities to problems and work assignments when confronted with several pressing demands at one time;
interpret City rules, regulations, practices, and policies for the Transportation staff and general public;
develop, establish, and implement office policies and procedures;
research, revise, and create policies, practices, and procedures;
research and compile data, perform statistical analysis, and prepare statistical reports and graphs;
identify and recommend solutions to solve problems, streamline processes, or reduce expenses to management;
prepare and revise various management documents and reports that are clear, concise, and thorough for the City Manager, City Council, and department;
prepare clear and concise written reports of project/budget status, problems encountered, and overall results achieved;
prepare multi-year budget projections based on costs for materials, manpower, and equipment necessary to complete identified work projects;
participate on various Citywide and department committees, teams, and task forces;
perform a variety of administrative assignments and research, including special projects and other duties assigned;
direct or conduct feasibility and management studies, cost analyses, and recommend action plans;
assist in preparing, administering, and analyzing the department's annual budget;

assist in preparing and monitoring projects included in the five-year capital improvement plans; perform a variety of administrative assignments, including special projects and research; and establish and maintain effective working relationships with coworkers, management, and the general public.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 3/23

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INCREMENTS 20-200

PAY GRADE: 57

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