

ADMINISTRATIVE SERVICES SUPPORT MANAGER

DEFINITION:

Under the general direction of the Executive Director Administrative Services, the Administrative Services Support Manager is responsible for the coordination and operations of payroll, benefits, district leaves, and position control system. This position coordinates assigned activities with other departments, divisions, and outside agencies; and provides highly responsible and complex support to the Executive Director Administrative Services.

QUALIFICATIONS:

Experience:

- Five (5) years of increasing experience in the areas of accounting, budget, or payroll, benefits and leave administration, preferably two years in a school district setting. Additional approved qualifying experience may be substituted for the education requirement on a year-for-year basis.

Education:

- Any combination equivalent to a bachelor's degree in accounting, business administration or a closely related field is preferred.

DISTINGUISHING CHARACTERISTICS:

- The Administrative Services Support Manager plans, develops, interprets, and implements all activities in payroll, benefits, assists in administration of district leaves, the interactive process, reasonable accommodations, and position control through subordinate staff in a highly demanding and fast-paced environment. The position is committed toward continuous improvement in accuracy, efficiency, and customer service.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Plan, organize, supervise and direct the compensation and benefits functions of the District; assure confidentiality and that quality customer service is provided by staff assisting employees and District retirees with payroll and benefit matters. Responds to questions regarding District policies, procedures, and regulations related to employee benefits and payroll.
- Supervise, train, and evaluate assigned staff for the purpose of determining workload priorities and adjusting assignments as needed to meet established deadlines. Plans, schedules, and supervises in the maintenance and review of payroll and benefit records, reports, and processing. Coordinates all aspects of the County/District computer network as it relates to payroll and benefits.
- Keeps abreast of changing laws, rules, and regulations pertaining to wages, benefits, and employee rights to ensure compliance.
- Participates as a representative on the District Benefits Committee.
- Coordinates and oversees the annual open enrollment fairs and processes/procedures. Coordinates and maintains all benefit program components including enrollment, orientation, open enrollment brochures, and benefit summaries.
- Assists with the management of the District benefits programs, including various insurance plans, FSA, HSA and COBRA. Oversees and ensures compliance with COBRA and Tax Shelter programs.
- Writes payroll and benefit procedures and revises manuals relative to assigned areas of responsibility including updating the Payroll/Benefits website as needed.
- Verifies the accuracy of various payroll data and prepares payroll analyses as required including conducting internal payroll audits. Processes necessary changes to payroll deductions when needed. Performs difficult and complex payroll/benefits duties as needed and other related duties as assigned.
- Develop and implement new procedures, programs, and other improvements to enhance the efficiency and

ADMINISTRATIVE SERVICES SUPPORT MANAGER

capabilities of the Payroll/Benefits Departments. Research and analyze accounting and payroll-related problems and recommend/implement solutions. Devises new and revised procedures and forms to ensure compliance and efficiency.

- Establish schedules and priorities; coordinate long-range and seasonal plans as required by payroll cycles, calendar year, fiscal year, and school year.
- Analyze and resolve special and unique payroll problems related to several factors (e.g., overpayment recovery, underpayment, retro payment, assignment change agreements, work calendars, attendance reporting deadlines, benefit accruals, etc.) for the purpose of determining the causes of errors and developing methods and procedures to minimize future errors.
- Serve as liaison between employees and retirement systems to resolve or communicate complex compensation and benefit issues.
- Serve as liaison between the district and our labor partners.
- Maintains the communication and control link between payroll, benefits, position control, and Human Resources (HR) Departments.
- Provides CalPERS and CalSTRS with necessary data to determine employee retirement benefits and resolve discrepancies.
- Assists with administration, development, and coordination of position control between payroll, fiscal, and the HR department.
- Assists with administration of position control activities of additions and changes while relying on the position control analyst ensuring timeliness and accuracy.
- Assists with the administration of leave of absences and disability claims administration ensuring all applicable laws and regulations are followed and coordinating as well coordination with payroll and benefits on the necessary tasks.
- Assists with the administration of the interactive process and reasonable accommodations.
- Assists with auditing and overseeing the creation of calendars and salary schedules.
- Assists the Associate Superintendent and Executive Director of Administrative Services in the administration of federal, state, county, and District personnel policies and procedures for employees, while maintaining compliance.
- Assists with the implementation and maintenance of on-line management information systems regarding leaves and attendance.
- Prepare and analyze research data and comparative contract language for use in bargaining to provide for successful negotiations.
- Attend workshops and conferences related to the administration of leaves of absences, position control, and payroll and benefits activities.
- Advise, interpret, train and orient department and district personnel on appropriate procedures and processes related to department operations and bargaining unit contract issues; Develop and conduct effective in-service workshops and other communication strategies related to payroll and benefits matters for new, existing and retired employees; communicate with administrators, personnel, school sites and outside organizations to coordinate activities, resolve issues and conflicts and exchange information.

KNOWLEDGE:

- District procedures, rules, and regulations regarding payroll and benefits.
- Payroll processing and applications of employee statutory benefits.
- CalSTRS and CalPERS retirement reporting.
- Classified, Certificated, and bargaining agreements.

ADMINISTRATIVE SERVICES SUPPORT MANAGER

- Principles and practices of administration, supervision, and training.
- District budget calendar and timelines.
- Applicable sections of State Education Code and other applicable laws.
- General ledger reconciliation.
- Interpersonal skills using tact, patience, and courtesy (including telephone and email techniques and etiquette).
- Principles and practices of sound business communication; understand and follow oral and written directions.

ABILITIES AND SKILLS:

- Work confidentially and with discretion; use tact and diplomacy in dealing with sensitive situations.
- Work cooperatively with others.
- Work independently with little direction.
- Meet schedules and timelines.
- Provide work direction to others.
- Prepare clear, concise, and accurate correspondence, reports, and other written materials; communicate effectively both orally and in writing.
- Establish and maintain effective working relations with others.

PHYSICAL REQUIREMENTS:

Physical abilities include the usual and customary methods of performing the job's functions and require the following physical demands: occasional lifting, carrying, pushing and/or pulling; some climbing and balancing, some stooping, kneeling, crouching; reaching, handling, touching and/or feeling; manual dexterity to operate a telephone and enter data into a computer.

Significant physical abilities include ability to sit at a desk, conference table, or in meetings of various configurations for extended periods of time; see and read, with or without visual aids, laws and codes, rules, policies and other printed matter, computer screens and printouts; hear and understand speech at normal room levels and hear and understand speech on the telephone; speak in audible tones so that others may understand clearly in normal conversations.

WORK ENVIRONMENT:

- The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The noise level in the work environment is usually moderate.
- Employees in this position will be required to work indoors in a standard office environment and come in direct contact with district staff and the public.