



Director of Administrative Services

The Niagara Falls Water Board (NFWB) seeks a qualified senior manager to serve as its Director of Administrative Services. The selected candidate will be an integral part of this public authority's small management team and its top human resources professional. Must have public sector human resources management experience, including in the areas of collective bargaining, civil service, budgeting, training, and policymaking.

Excellent benefits include paid leave, health, dental, and vision insurance, NYS retirement and deferred comp. plans, free parking, and the opportunity for meaningful and varied work in a utility that supplies drinking and wastewater services that are critical to the health and economy of our service area. Salary in the range of \$90,000, depending on experience and qualifications.

To view a more detailed job description, please visit nfwb.org/about/employment/. Submit resume and cover letter to applicants@nfwb.org by **February 21**.

The NFWB is an equal opportunity employer.

DIRECTOR OF ADMINISTRATIVE SERVICES

DISTINGUISHING FEATURES OF THE CLASS: This is difficult professional work performed for the Water Board (NFWB) under the general direction of the Executive Director. The incumbent is responsible for the oversight of all the administrative functions of the NFWB. The Director of Administrative Services, with the assistance of staff, is engaged in the administrative role of supporting the NFWB's needs. This position makes decisions on administrative matters and ensures effective achievement of management objectives. The incumbent participates with other senior managers to establish corporate strategic plans and objectives. Responsibilities include ensuring a fully functional and streamlined administrative service operation for NFWB's service area. The incumbent has direct participation in collective bargaining negotiations and the administration of labor contracts and is responsible for, and interacts on, a high technical level with the other senior managers within the NFWB. General direction is received from the Executive Director with considerable latitude given for exercising independent judgment in carrying out assignments and dealing with emergency situations. The Director of Administrative Services performs other work as related.

TYPICAL WORK ACTIVITIES:

Supervises the administrative function and policies of the NFWB including, but not limited to employee training and development, reviews, purchasing, payroll and employee recruitment and retention;
Develops and reports on all administrative activities including, but not limited to budget development, customer and public relations, risk management, safety and security, oversight objectives and quality improvement initiatives as requested by the Executive Director;
Works in conjunction with management and staff to establish contracted services agreements;
Establishes a cohesive administrative unit, which concentrates on internal quality improvements and review and external customer satisfaction;
Directs, with the input of WB management and staff, the development, preparation and implementation of the capital improvement plan and annual operating budgets for the Water, Wastewater, and Stormwater facilities;
Coordinates legal activities with the WB's legal representation;
Administers, with staff, applicable contractual agreements;
Confers, on behalf of the Executive Director, with county, state, and federal officials and agencies;
Performs policy formulation, analysis, and review as it relates to the NFWB as a Public Benefit Corporations;
Works in conjunction with management and staff to develop and coordinate safety and personnel training programs for new and existing employees;
Oversees contractual agreements with customers for NFWB services;
Coordinates customer and public complaints concerning NFWB services to the proper teams for assessment and responds back to the originator;
Confers and coordinates, in conjunction with WB management and staff, customer services concerning water and sewer issues, legal claims, and billing issues;
Represents the Board or Executive Director as necessary at public functions and forums;
Serves as Records Access Officer, MWBE, WBE and Purchasing Agent.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Thorough knowledge of modern practices, principles of administration, supervision and management; good knowledge of financial aspects of utility operation, proficient in Microsoft PC applications; good oral, written, communication and interpersonal skills; ability to plan, organize and direct a staff of professional and subordinate professional employees; and generally guide and advance the organization towards its goals and missions; ability to establish and maintain good working relationships with appointed and elected officials and the general public.

MINIMUM QUALIFICATIONS:

Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in a discipline such as Human Resources, Business, Education, Public Administration and a minimum of six (6) years paid experience in progressive management in - either the public, non-profit or private sector.

Special Requirement: Possession of a valid New York State Motor Vehicle Operator's license at time of appointment and maintain for duration of employment.

Note: Additional education beyond a Bachelor's degree may be substituted for the experience requirements on a year-for-year basis if the degree is in a related field i.e. Public Administration, Finance, or Human Resources. Additional experience beyond six (6) years cannot be substituted for the Bachelor's Degree.