

TASK LIST - UTILITY ADMINISTRATOR I  
(CLASS CODE 9105-1)

**Policies, Laws, & Procedures**

1. Prepares procedure or policy manuals, guidelines, statements, and contracts by performing activities such as reading documents/reviewing data; reviewing existing practice; recommending specific policies; and providing a final draft to management in order to establish and document Department procedures and positions.
2. Coordinates activities such as rule, policy, and procedure change recommendations, training programs, grievance and dispute handling, studies, budget activities, or inter-workgroup activities by performing activities such as talking with appropriate individuals; e-mailing relevant information; planning activities; inspecting work and modifying direction if needed; tracking activities; disseminating information; and facilitating activities by removing obstacles in order to assure continuity, arrange for events, or set agendas or schedules.
3. Reviews material such as records, documents, contracts, grievance and disciplinary actions, billings, investigation findings, and organizational procedures in order to ensure accuracy, logic, and consistency with established policies, guidelines, practices, laws, reports, studies, cost estimates, budgets, and personnel recommendations.
4. Advises management on issues such as disciplinary proposal content and level, disciplinary actions, labor relations, Civil Service rules, grievances, recruitment, selection, training, safety, EEO, and medical issues by orally presenting or writing opinions, views, findings, or legal precedents; explaining possible options, solutions, and effects; answering questions; and making recommendations in order to assure compliance with Federal, State, and local rules, regulations, and laws.
5. Recommends policies, procedures, or courses of action in the areas of personnel, labor relations, organizational effectiveness, Department operations, resource utilization, automated systems management; EEO, and fiscal management at the Department level.
6. Recommends policies, procedures, or courses of action in the areas of personnel, labor relations, organizational effectiveness, Department operations, resource utilization, automated systems management; EEO, and fiscal management at the System level.
7. Recommends policies, procedures, or courses of action in the areas of personnel, labor relations, organizational effectiveness, Department operations, resource utilization, automated systems management; EEO, and fiscal management at the Division level.

8. Recommends policies, procedures, or courses of action in the areas of personnel, labor relations, organizational effectiveness, Department operations, resource utilization, automated systems management; EEO, and fiscal management at the Section level.
9. Establishes policies and/or procedures and approves/disapproves courses of action following review in the areas of personnel, labor relations, organizational effectiveness, Department operations, resource utilization, automated systems management; EEO, and fiscal management at the Division level.
10. Establishes policies and/or procedures and approves/disapproves courses of action following review in the areas of personnel, labor relations, organizational effectiveness, Department operations, resource utilization, automated systems management; EEO, and fiscal management at the Section level.

### **Decision Making**

11. Investigates situations such as alleged violations of MOU's, complaints of discrimination, and selection of contractors/consultants by performing activities such as obtaining, reading and evaluating relevant information/data; drawing conclusions and recommending actions; directing staff; and advising/informing management on actions in order to suggest an appropriate course of action.
12. Analyzes information/data such as workforce projections, legal precedents, financial expenditures, budget requests, organizational structure, policies, procedures, work methods, and employee negotiation demands by performing activities such as determining the need for and feasibility of analysis; reading and reviewing relevant information/data; considering pro's and con's; critiquing; comparing alternatives; and making recommendations or a final decision on actions to be taken in order to determine efficiency, efficacy, uniformity, conformance to standard, and/or relevance to Department operation.
13. Reviews material such as records, documents, contracts, grievance and disciplinary actions, billings, investigation findings, organizational policies and procedures, rules, regulations, ordinances, MOU's, grievances, proposals, contracts, and agreements in order to make implementation or program change decisions.
14. Reviews material such as legislation, professional journal articles, and other job-related materials in order to determine their impact on policies, goals, operations, or direction.
15. Makes decisions on issues such as budget and cost control, records management, information management and automation, fiscal management, staffing, employee relations matters, contracts, grievances, employee development, and legal questions in order to resolve problems at the Division level.

16. Makes decisions on issues such as budget and cost control, records management, information management and automation, fiscal management, staffing, employee relations matters, contracts, grievances, employee development, and legal questions in order to resolve problems at the Section level.

17. Evaluates areas in which office automation systems will improve work performance.

18. Plans space allocations, staffing requirements, equipment, and systems requirements.

### **Management Representation & Oral Communication**

19. Represents management on internal committees and study teams involving Department-wide issues by performing activities such as presenting the workgroup's views, answering questions from a management perspective; disseminating information; obtaining information; and defining/defending management objectives.

20. Schedules activities such as training sessions, interviews, budget meetings, contractor and vendor conferences, grievance and disciplinary hearings, and position audits in order to facilitate activities, assure information transmission, and avoid conflicts.

21. Meets with Department level management on matters such as interpretation, assessment, and implementation of policies or procedures; rate setting; performance standards; employee development; and/or to advise on sensitive personnel matters.

22. Meets with System level management on matters such as interpretation, assessment, and implementation of policies or procedures; rate setting; performance standards; employee development; and/or to advise on sensitive personnel matters.

23. Meets with Division level management on matters such as interpretation, assessment, and implementation of policies or procedures; rate setting; performance standards; employee development; and/or to advise on sensitive personnel matters.

24. Meets with Section level management on matters such as interpretation, assessment, and implementation of policies or procedures; rate setting; performance standards; employee development; and/or to advise on sensitive personnel matters.

25. Makes formal oral presentations to groups such as commissions, managers, employee organizations, other representatives, and outside organizations in order to provide information, present findings or recommendations, explain policies, or advocate positions.

26. Provides liaison between various governmental units, outside agencies, vendors, contractors, and audit firms by performing activities such as acting as a mediator,

moderator, or administrator; disseminating information; obtaining information; and responding to inquiries.

### **Budget and Finance**

27. Prepares budget materials including needs estimation, documentation, statistical analysis, and support for recommendations/proposals by performing activities such as reading documents and interviewing others to obtain relevant information/data; deciding on items to be included in budget; writing narrative material; and creating graphic presentations
28. Plans activities in areas such as budget preparation, training, contracts, litigation, special reports, research, office automation, records management, labor relations, and program development by performing activities such as anticipating necessary steps; setting goals; establishing objectives and priorities; deciding on necessary participants and estimating necessary resources in order to develop, review, or reach decisions.
29. Conducts research studies in areas such as equipment acquisition, personnel and equipment assessment and expenditures, administrative practices and procedures, financial administration, and litigation by performing activities such as defining the problem; identifying issues; reading and reviewing prior work; planning studies; obtaining and analyzing information and data; and reaching conclusions.
30. Recommends fiscal year expenditure deviations from established budget.
31. Organizes information such as budget data, personnel documents, salary information, cost control and study data, and training materials in order to present them in a logical sequence for review and/or reports for use in decision-making.
32. Performs statistical analyses on data such as work hours, equipment and personnel costs, and/or expenditure programs in order to summarize data, provide relevant statistics, support recommendations, or facilitate decision-making.

### **Contractors/Consultants**

33. Manages, directs, and administers the preparation and operation of professional, technical, and support service contracts by performing activities such as determining terms of the contract; assuring compliance with the contract; recommending and/or approving contract revisions in order to ensure proper procedures are followed and desired results are achieved.

### **Personnel Management**

34. Monitors activities such as employee selection and discipline; as well as contractor, employee, organization, and vendor performance by reading, reviewing, inspecting and/or taking actions to ensure accuracy and timeliness; determining conformance to schedule; and evaluating the impact of changes in order to assure compliance with applicable contracts, policies, procedures, laws, and regulations.
35. Assists Department management and other personnel in areas such as labor management and employee relations policies, and grievance and disciplinary response formulation, and budget by performing activities such as providing information and advice; conducting meetings; offering opinions; and reviewing reports for form and content.
36. Audits positions within organization in order to determine whether MOU's and other practices and procedures are properly carried out by performing activities such as conducting interviews, developing flow charts, comparing information to standards reaching conclusions, and providing written documentation with recommendations in order to rectify problems in organizational structure, work procedures, staffing levels, or office layouts.
37. Estimates operational or staffing needs in order to provide information for future planning and justification for budget requests.

### **Supervision**

38. Writes job descriptions and/or develops performance standards for quantity of work such as number of studies completed, reports written, complaints received, and/or items inspected, and/or quality of work such as work products produced and/or repairs made in order to inform employees of job expectations.
39. Orients new employees by explaining job requirements and providing written materials such as safety and performance standards, personnel rules, policies, and procedures, and benefits.
40. Trains employees by explaining and demonstrating work procedures and then observing employee performance to ensure employees are properly trained and to determine additional training needs; provides safety and/or other specialized training to staff and/or other employees.
41. Plans work of unit, assuring priority assignments are handled first; considers assignments in terms of content, difficulty, safety, and timeframe as well as employee workload, capabilities, and developmental needs; and assigns responsibility and explains assignments in order to ensure workload is appropriately distributed among staff and that they are prepared to complete it as directed.

42. Facilitates employees' work by ensuring necessary resources (e.g., tools, equipment, manuals, work area) are available, recommending use of efficient and effective procedures, and answering questions.
43. Observes employee performance, reviews work of employees, and monitors job progress in order to ensure safe and timely completion of work and that its quantity and quality are consistent with standards; makes adjustments as needed to work in progress.
44. Discusses completed work with employees, including quantity and quality, timeliness, and problems encountered; and provides verbal and/or written praise and/or constructive criticism in order to provide recognition of good/poor performance and to coach them for effective performance of future assignments.
45. Documents incidents of noteworthy good or poor job performance; evaluates employees in areas relevant to the job; documents employee evaluations; and discusses evaluations with the employee in order to provide positive and negative feedback and identify developmental needs.
46. Conveys information to employees orally or in writing, including information from management such as policy changes or department objectives, interpretations of City policies or MOU's, updated safety information, and training and promotional opportunities; listens to employee suggestions and concerns and follows-up as appropriate; discusses and coordinates activities of unit with other supervisors and/or other staff; and documents and informs management of completed work activities, deviations from planned work, concerns, ideas, and suggestions in order to ensure everyone is provided relevant information.
47. Interviews job candidates; applies the principles of Equal Employment Opportunity; listens to employee grievances and disputes to identify a fair solution based on facts; counsels employees regarding problems such as rule infractions or inappropriate conduct; and/or disciplines employees following departmental progressive disciplinary procedures in order to perform personnel policy functions.
48. Schedules employee time at work; approves/disapproves employee requests for time off; and verifies that timesheets properly account for employee work time in order to assure necessary levels of staffing, timely completion of work, and appropriate documentation.
49. Estimates/determines supplies, equipment, and staffing needs to complete assigned work; procures it within the organization or via contract; considers future equipment and staffing needs in order to assist in budget preparation.
50. Acts in place of higher-level manager in his or her absence.

## **Other Tasks**

51. Writes narrative reports, position papers, briefs, memos, letters, and/or new or revised policies, practices, and/or procedures in administrative areas such as personnel, training, records management, and grievance handling that contain background and factual material, findings, and/or recommendations.
52. Attends professional seminars, conventions, conferences, and training sessions in order to collect information relevant to own and others development or to gather information that will benefit workgroup operations.