



City of Phoenix

Management Services Administrator

Job Code:	05360	Job Function:	Personnel and Budgeting
Salary Plan:	013	Grade:	836
FLSA:	Exempt	Labor Assign:	Non-Represented Groups
Benefit Cat:	009	EEO-4:	Officials and Administrators
SOC:	11-3012.00	Last Revision:	April 2024

This description shall not be held to exclude other duties not specifically mentioned that are of similar kind or level of difficulty as the examples of typical functions of the classification. They are intended to describe the general nature and level of work being performed by individuals assigned to positions in this classification.

DEFINITION:

The fundamental reason this classification exists is to plan, direct, and supervise staff engaged in analyzing, installing, improving, and operating department management, administrative, and financial systems and controls. Incumbents may supervise employees responsible for program or project management, budget analysis, accounting, technical services (computer functions), support services, management research, and operations analysis functions. Management Services Administrators may be responsible for managing the department's financial condition and for overseeing the preparation of multi-year capital improvement programs for the department. The employee is responsible for coordinating and supervising various high-level administrative activities at the request of the director, for making presentations before the City Council and citizen groups as required, and for representing the department head as required in meetings with Federal agencies or other City departments. Incumbents are expected to self-generate assignments through an anticipation of departmental problems and general awareness of departmental needs. The Management Services Administrator exercises independent judgment and initiative in representing the director within assigned areas of fiscal and management functions.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only):

- Plans, directs, and supervises professional staff engaged in analyzing, installing, improving, and operating department management, administrative, and financial systems and controls
- Manages the department's financial condition
- Takes on special management assignments and special projects for the director
- Plans, organizes, and directs studies to improve department management
- Supervises the preparation of reports monitoring the department's deliverables and financial status
- Oversees/administers the department's personnel, safety, training and development, and payroll functions
- Develops recommendations to eliminate budget deficits
- Acts for the director by assignment or delegation and "signs off" for the director on designated documents
- Establishes and monitors fiscal management control procedures
- Oversees the preparation of multi-year capital improvement programs for the department



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- Writes difficult and complex administrative and/or financial reports
- Oversees support for technical/computer requirement for the department
- Oversees remodeling/relocation of department physical facilities
- Recommends consistent disciplinary policies and procedures to department management
- Counsels employees
- Makes recommendations to department management on the effects of environmental issues affecting department operations
- Interacts with other City departments on matters affecting department operations
- Maintains regular and reliable attendance
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity
- Works more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required.

REQUIRED KNOWLEDGE AND ABILITIES:

Knowledge of:

- Municipal management practices and problems.
- Accounting principles and practices.
- Internal control procedures and fiscal management.
- Operations and systems analysis techniques.
- Electronic spread sheet, data base and word processing computer applications.
- Personnel principles and personnel management.
- Environmental issues that affect department operations.

Ability to:

- Perform a broad range of supervisory responsibilities over professional, technical, and clerical staff.
- Comprehend and make inferences from written material in the English language.
- Review or check the work product of others for conformance with standards.
- Exercise independent judgment and initiative in representing the director within assigned areas of fiscal and management functions.
- Enter data or information into a terminal, PC, or other keyboard device to use electronic spreadsheet, data base, or word processing applications.
- Work cooperatively with other City employees and the public.
- Produce written documents with clearly organized thoughts using proper English sentence construction, punctuation and grammar.
- Communicate orally with other City employees, customers and the public in face to-face one-on-one settings, in group settings, or using a telephone.
- Observe, compare or monitor data included in management reports to determine compliance with procedures.
- Resolve customer or citizen complaints in accordance with established policies and regulations.



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- Perform the functions of a Personnel Officer, in the absence of one.
- Work safely without presenting a direct threat to self or others.

Additional Requirements:

- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

Five years of experience in public finance, administration, or management including two years of supervisory experience and a bachelor's degree in business, finance, economics, political science, or a related field. Other combinations of experience and education that meet the minimum requirements may be substituted.