

Administrative Services Director Responsibilities

The Administrative Services Director oversees Administrative Services and is ultimately responsible for Communications, Elections, Human Resources and Public Records Administration/Retention; a summary of each is listed below.

ADMINISTRATIVE SERVICES FUNCTIONS:

Communications

The City has many methods of communication, including the following: the *Ramsey Resident* which is a newsletter for residents and is published at least six (6) times a year; the municipal cable TV programming for QCTV Channel 16; the community sign located near the Ramsey Municipal Center; an “Ramsey Spotlight” section on the main page of its website which displays short articles on City updates and community events; a Weekly Update to all City Staff and Councilmembers which may also be accessed by the public through subscription or by visiting the City’s website; and finally the City operates a Facebook page and other social media outlets which reaches many followers.

Elections

The City of Ramsey is responsible for coordinating primary, general, and special elections. This responsibility includes recruiting and training election judges, coordinating polling place locations, maintaining and testing election equipment, and maintaining maps and addresses of wards, precincts, and polling places. The City of Ramsey holds elections in even years. Primary elections are held on the second Tuesday after the second Monday in August, and general elections are held on the first Tuesday after the first Monday in November.

Human Resources

The City of Ramsey employs full-time and part-time employees, paid-on-call firefighters and many seasonal and temporary employees; as well as assists with the management of contracted services and volunteers. Human Resources is responsible for recruiting and interviewing for all positions; including coordinating boards and commissions recruitments. Human Resources is responsible for developing and maintaining position descriptions; conducting new employee orientation, administering benefits programs, coordinating the safety program, conducting performance appraisals; and maintaining employee files and training records. Human Resources also responds to claims for unemployment compensation and manages the workers compensation insurance program. Human Resources coordinates the City’s compliance with state and federal employment laws and negotiates labor contracts with the City’s four bargaining units (AFSCME, LELS Captains, LELS Sergeants and LELS Patrol). Human Resources responds to union grievances and manages all employee discipline issues, consulting with employment law attorneys when necessary.

Public Notices & Documents

The City of Ramsey provides notice of all public meetings in accordance with state statute and publishes all ordinances and other required notices. The City Clerk’s office is responsible for maintaining records of resolutions, ordinances, meeting minutes, Council/Staff direction, and responds to requests for public information.

Records Management

A records management program was implemented in 2003 for the City. City documents are archived electronically in Laserfiche, the City's records management software as un-editable searchable text which is retrievable to print or view on the City's website. The City also provides an email subscription service so that users can be notified when new documents or information is available on-line. This area is responsible for managing the retention schedule in accordance with state law for all municipal records and documents and the records storage rooms at City Hall. Staff performs website updates, responds to inquiries regarding website information/structure, coordinates the provision of documents on the website via the document management system, and responds to, or forwards when necessary to appropriate departments, email obtained through the webmaster email.

General Administration

Administrative services provides general administrative support for city operations, including municipal center reception, answering and referring switchboard calls, preparing Council agendas, processing daily mail, scheduling facilities, preparing and providing new resident packets, and ordering office supplies.

The Administrative Services Director's time is split over the following core functions with approximately 60 percent of the time spent toward an emphasis on Human Resources functions, including hands-on daily operations, and long-term planning, as well as the City Clerk role and daily functions. This position works closely with the City Administrator, all department heads, and directly with City employees related to City matters.

Because the majority of the Administrative Services Director's time is spent on Human Resources and City Clerk related work, the following information is provided:

Essential Functions of the Position – Human Resources Related:

- Serve as a resource person for daily and long-term personnel-related issues
- Work with department heads or supervisors in discussions of discipline, performance review, policy interpretation, or other personnel-related workplace issues
- Administer the personnel policy and union contracts
- Conduct employment investigations, recommend corrective action, if needed and ensure follow-through
- Administer the city's random drug and alcohol testing program and, when needed, manage corrective action
- Conduct salary surveys, develop pay scales and manage the Pay Equity program
- Oversee injury reports, correspond with the League of Minnesota Cities, injured employee, and OSHA records
- Problem solve employee benefit concerns
- Ensure required employment notices are provided and communicated
- Approve FMLA leave and other employee leave of absence matters
- Interpret policies, labor contracts, and employment law of a general nature and routinely works with the City Attorney, when needed
- Research and keep abreast of employment trends; monitor local, state and federal legislation and regulations that impact human resources in the City

- Recruit and maintain excellent employees; matching individuals to jobs
- Develop and manage exemplary human resource programs and services including training
- Design/redesign processes that deliver cost-effective programs/services
- Collaborate with Department Heads to ensure right size staffing and structure
- Identify and select benefit broker and administer benefit plans
- Provide financial information regarding contract negotiations
- Maintain grievance files, record negotiation, mediation and arbitration meeting proceedings
- Coordinate Board and Commission appointments and arrange interviews with the Council
- Manage and keep track of appointed commission member files, term histories, member attendance, etc.
- Build relations; tolerance for differing points of view and personalities
- Work effectively with staff and government agencies and strategic partners (Department of Labor and Industry, Minnesota Management and Budget, Public Employees Retirement Association (PERA), and others)
- Attend and participates at the following meetings of the city: Labor Management Committee, Work Sessions, and City Council and other outside meetings as assigned or requested

Essential Functions of the Position – City Clerk Related

- Coordinate Charter Commission agendas with Charter Commission Chair and City Attorney
- Advertise for Charter Commission vacancies and coordinate appointments with the Chief Judge of the Tenth District
- Draft year-end summary of Charter Commission activities and submit to the Chief Judge
- Serve as a resource person for city charter questions, clarifications, and issues
- Oversee the publication of City Charter amendments and update the City's Charter with amendments
- Research and keep abreast of city charter trends; monitor local, state and federal legislation and regulations that impact city charter/elections in the City
- Prepare communication articles for website and The Resident Newsletter
- Oversee the development of election materials that are easy to read and informative
- Oversee Recruitment and training of election judges
- Oversee in-person absentee voting, including working with the State of Minnesota Statewide Voter Registration System
- Manage candidate filing, campaign financial reporting, and ethical practice requirements
- Coordinate Canvassing Boards and drafting and distributing election certificates
- Compile and report election results to City, County and State officials and media
- Conduct election recounts, as required
- Budget for election judges' wages, training and supplies, etc.
- Notify public for each regular and special election
- Administer oaths and affirmations, witness or attest signatures, and certify acknowledgments on behalf of the City
- Attend and participate at the following meetings: City Council and committees, City Charter Commission, Commissions and other outside meetings as assigned or requested.
- Work evenings and weekends for Council, commissions, elections, or other functions as assigned
- Participate in regional and state meetings and conferences to stay abreast of trends and

technology, subject to available funding

Essential Functions of the Position – Leading the Administrative Services Department

- Continuously interacts with the City Administrator on matters related to Administrative Services and other City Departments
- Serves on the Management Team as the lead representative for Administrative Services
- Oversees all Administrative Services staff and functions
- Directs and oversees work activities and outcomes
- Works closely with the Finance Department to ensure proper use of City funds as related to Administrative Services and processes and approves invoices
- Assists the public with related matters
- Collaborates with the Anoka County License Center regarding services as they relate to customers using the Municipal Center

Note: The above listed essential duties is not a complete list.