



**MEETING DATE:** August 27, 2025

**AGENDA ITEM:** 7. Administrative Services Manager: Position Posting

**FROM:** Ryan Bonk

**RE:** Administrative Services Manager: Position Posting

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**EXECUTIVE SUMMARY:**

Staff has compared the current job description of the Administrative Clerk (budgeted as "Deputy Clerk" in FY 2025-2026) against what we believe would add the greatest benefit to the operations of the City as a whole. During this review, we determined that the job duties and responsibilities as presented in the attached Administrative Services Manager job description would best fit the current and future needs of the City. The Administrative Services Manager position is an vacant position on our 570.5 publicly available pay schedule.

The Administrative Services Manager job description includes the following mid-level management support **in addition to the core duties and responsibilities of the Administrative Clerk:**

- Administrative Processes Management
- Human Resources
- Communications

Hiring at this level, rather than the clerical level, provides important organizational benefits, including:

- Establishing management-level redundancy to address a current organizational gap and to help safeguard the City against the loss of institutional knowledge over time
  - Development of standard operating procedures for administration, human resource, and communications functions
  - Analysis of grant opportunities and facilitation of approved grant applications
  - Development and implementation of a continual communications strategy to enhance transparency and public engagement
  - Effectively archive historical city data electronically
  - Cross training on various accounting processes to provide redundancy at this position
  - Decrease the likelihood of turnover in the position
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**FISCAL IMPACT:**

The estimated total increase of salary and benefits of posting the position as Administrative Services Manager is \$32,310. Using the current fund spread for the position, this would be an increase of roughly \$9,000 to the general fund expenses.

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**RECOMMENDATION:**


Staff recommends that the City Council approve hiring to fill the Administrative Services Manager position in lieu of hiring for the Administrative Clerk position.

Staff recommends that the City Council approve the job description for Administrative Services Manager to begin the recruitment process.

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**ATTACHMENTS:**

- A. 2025 ADMINISTRATIVE SERVICES MANAGER R1

	<b>Document Name</b>				<i>Job Description- Administrative Services Manager</i>			
	<b>Document Number</b>				JD-001	<b>Revision Letter</b>		A
	<b>Document Location</b>				Server	<b>Revision Date</b>		08/21/2025
	<b>Document Type</b>				Job Description	<b>Council Adoption Date</b>		
						<b>Resolution No.</b>		NA

**Job Title:** Administrative Services Manager

**Location:** City Hall- 35 Third Ave, Portola, CA 96122

**Job Classification:** Regular Full Time

**FLSA Status:** Exempt

**Salary:** \$75,000-\$80,000

#### **Position Summary:**

Under the direction of the City Manager, the Administrative Services Manager supports the City's Administrative, Human Resources, & Communications operations by providing administrative management, overseeing human resources functions, and coordinating internal/external communications to ensure efficient and compliant municipal operations.


#### **Core job duties will be related to:**

- Administering day-to-day human resources functions including training, compliance, and record retention
- Development of standard operating procedures for administrative, human resource, and communication functions
- Responsible for internal and external communications, including public information, website updates, social media, and press releases
- Preparing City Council agendas, agenda reports, minutes, and associated documents
- Customer service and front counter duties including interaction with the public, cashiering, clerical duties, and responding to general public inquiries both in person and electronically
- Maintaining files both electronically and hardcopy when necessary
- Acting as a liaison between the public, employees, and other government agencies in a professional and confidential manner
- Other duties as assigned

#### **Essential Duties and Responsibilities:**

##### **Administration**

- Provide direct administrative support to the City Manager and department heads
- Prepare staff reports, agendas, minutes, and other official documents
- Maintain filing systems and ensure compliance with records retention policies
- Act as a point of contact for general inquiries from the public and outside agencies
- Serve on our insurance board of directors and manage insurance programs including annual policy renewals, processing and tracking claims, and maintaining insurance records
- Research grant opportunities and facilitate approved grant applications, tracking, and record keeping as applicable
- Oversee elections process in coordination with Plumas County resources
- Crosstrain on a variety of accounting processes to provide backup support as needed

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### **Human Resources**

- Coordinate recruitment, hiring, onboarding, and offboarding processes
- Maintain confidential employee records and personnel files
- Assist in performance evaluation tracking
- Manage employee relations matters
- Ensure compliance with federal, state, and local labor laws and city policies

### **Communications**


- Develop and recommend communication strategies to enhance transparency and public engagement
- Draft and distribute public notices, newsletters, press releases, and social media content
- Update and manage city website content and digital communications
- Assist with preparation of presentations, community outreach, and public education materials
- Coordinate communications during emergencies or public events

### **Qualifications:**

- Minimum of four (4) years of related administrative or human resource experience is preferred
- Governmental experience is preferred
- Bachelor's degree in Public Administration, Business Administration, Human Resources or related field is preferred
- Equivalent combinations of education and applicable professional work experience will be considered
- Bilingual in Spanish is desirable

### **Knowledge, Skills, and Abilities:**

- Strong customer service skills
- Principles and practices of human resources and personnel administration
- Skilled in policy development and implementation
- Understanding of or ability to learn to interpret and apply labor laws and regulations
- Understanding of or ability to learn to interpret city ordinances, policies, and procedures
- Maintain strict confidentiality and handle sensitive information with discretion
- Ability to adapt to changes in priorities in a small office environment
- Effective communication skills and ability to always interact professionally
- Ability to work independently and as part of a team
- Dependable, responsible, and punctual
- Self-starter with the ability to correctly prioritize workflow
- Attention to details is critical for this position
- Meeting timelines and established deadlines for work product
- Microsoft Office Suite, Adobe Acrobat, and digital content tools (Canva, social media, website modification)

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#### **Working Conditions and Physical Requirements:**

- Work is performed in a general office environment with occasional site visits to various locations around the city
- Position requires attendance at City Council meetings, which generally occur in the evening twice a month and occasional off-site community events

#### **Benefits:**

- Health insurance with a portion of the premium covered by the employer or an “opt out” stipend paid to employee
- Participation in CalPERS retirement with employer and employee contributions
- Paid time off and holidays
- Four-day work week

#### **Equal Opportunity Statement:**

We are an Equal Opportunity Employer and are committed to providing a workplace free from discrimination and harassment. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age, disability, gender identity, sexual orientation, or any other legally protected status.

The City will offer reasonable accommodations to qualified applicants with disabilities.

If determined by the City, employment is contingent upon successful completion of a pre-employment physical, drug screening, and background check.

#### **Application Process:**

Interested candidates should submit their application to [citymanager@cityofportola.com](mailto:citymanager@cityofportola.com) or apply in person at City Hall located at 35 Third Avenue, Portola CA 96122. Application materials include:

1. Complete City Application
2. Cover Letter
3. Resume and/or CV