



POSITION:	Administrative Services Manager	GRADE LEVEL:	S3
DEPARTMENT:	Facilities and Administrative Services	FLSA STATUS:	Exempt
REPORTS TO:	Director of Administrative Services	DEPT NO:	165

POSITION SUMMARY

This position manages and organizes the activities and operations of the Risk Management and Loss Control Department and will coordinate and perform a diverse set of support tasks and be assigned responsibilities related to the Administrative Services departments activities. This position coordinates and aligns Association risk management and loss control strategies, programs, goals, and objectives to mitigate risk and promote a culture of safety at the organization. This position also manages the procurement and retention of employee housing for the Association and works in collaboration with operations and facilities administrative departments to achieve housing solutions long-term for the workforce.

ESSENTIAL FUNCTIONS

(The following statements are intended as general illustrations of the work in this job class and are not all inclusive for specific positions).

1. Selects, trains, motivates, develops, reviews work and lead subordinate personnel in such a manner to maintain a positive culture. Recommend wage increases, promotions, demotions, discipline, and other employment actions for subordinate personnel.
2. Participate in long-range planning and the development of departmental and divisional new or revised programs, systems, procedures, methods of operation; compiles and analyzes data and makes recommendations regarding staffing, equipment, and other resource needs.
3. Assist in developing goals, objectives, policies, procedures, work standards, and administrative control systems for assigned programs. Execute on objectives and goals to successfully implement initiatives and continuous improvement in assigned areas of responsibility.
4. Conducts a variety of analytical and operations studies regarding programmatic activities, including complex financial, budget, personnel, operational, regulatory, or administrative issues or questions; evaluates alternatives, makes recommendations, and assists with implementation of procedural, administrative, and/or operational changes after approval; prepares comprehensive technical records and reports, identifies alternatives, and makes and justifies recommendations.
5. Coordinate casualty insurance renewal and claims processing including maintenance of all files, monitoring, auditing, and overseeing third-party administrative claims, setting reserves, file closure and overall services in order to ensure that all claims are administered according to Association policy and carrier requirements.
6. Participate in litigation, including interrogatories, witness statements, interviews with attorneys and Association personnel, and other required information. Assist Director of Administrative Services at times with attendance at litigation hearings as a representative of the Association.
7. Maintain loss history for all bodily injury and property damage claims in order to account for the various categories of deductibles on the property/casualty policies.

8. Participate on Association's safety committee to ensure that the committee is achieving value added service goals and reports progress of the committee to the Association's executive team.
9. Functions as onsite incident management between all involved parties in incidents. Oversees and conducts comprehensive accident investigations and develops corrective action plans for all incidents and accidents that occur on the property.
10. Ensure appropriate reporting and investigation of theft and other security violations
11. Develops and conducts regular and ad-hoc risk management and loss prevention training sessions within all departments.
12. May serve as a liaison to employees, public, and private organizations, and community groups; receives and responds to complaints and questions relating to assigned areas of responsibility; reviews problems and recommends corrective action.
13. Collaborate as partner with the Human Resources department in advising and participating in the Association's workforce safety programs to achieve ongoing business and people goals and support a culture of safety.
14. Oversee the facilities inspection program and participate in regular inspecting, monitoring and documentation of inspection of properties for threats and arranges necessary repairs and new materials as required, coordinating with maintenance department.
15. Oversee and manage the estimating, planning, budgeting, bidding, scheduling and execution on professional service agreements and housing solutions contracts for implementation of organizational initiatives and goals. Manage any disputes with these service providers where appropriate.
16. Coordinate all leaseholders, subcontractors, and services to ensure their insurance is in accordance with Association policy and that they have current Certificates of Insurance.
17. Collaborate as partner with the Human Resources department in executing on housing solutions strategies and annual work plan.
18. Ensure compliance with Federal, State, and organizational reporting requirements and applicable laws, regulations, and practices.
19. Assist Director of Administrative Services and participate and/or lead administrative projects as assigned.

JOB QUALIFICATIONS

- Equivalent to graduation from an accredited four-year college or university with major coursework in business administration, or a related field, and four years of professional administrative and management support experience including (2) years in risk management supervisory and programmatic experience required or an equivalent combination of formal training, education and experience which demonstrates the ability to perform all of the duties of the position. Strongly preferred operational experience in resort risk and recreation management and programming.
- Possession of, or ability to obtain Certificate of Risk Management and OSHA 10-hr or 30-hr General Industry training within first eighteen months of employment. Other risk management certifications (past or present) preferred, for example, emergency medical, guiding, outdoor recreation instruction.
- Excellent communication and interpersonal skills. Comfortable in high stress situations and ability to remain calm and informative in front of all sizes of groups.
- Must be willing and able to physically visit all organizational locations, both in facilities and in the outdoors with potential extreme weather conditions for long periods of time.

- Superior ability to identify and solve problems and conduct cost-benefit analysis and other highly analytical research and reasoning.
- Working knowledge of liability claim processing and ability to use considerable independent judgment in decisions that influence overall liability claim processing
- Familiarity with self-insured retention programs and large deductible plans
- Highly Effective written and verbal communication skills
- Knowledge of and experience creating, implementing, and training safety programs
- Working knowledge of basic business and management principles as applied to resource allocation, leadership technique, staff and resource coordination, strategic planning, and human resource modeling.
- Experience interfacing with employees and guests in highly charged environments while maintaining a calm and professional demeanor.
- Knowledge of occupational health delivery systems and return to work programs.

Working Environment-Administrative Services Manager

Mark (X) the appropriate box for each of the following items which most accurately describe the extent of the specific activity performed by this position on a daily basis.

Key:

N (Not Applicable)

Activity is not applicable to this occupation.

O (Occasionally)

Occupation requires this activity up to 33% of the time.

F (Frequently)

Occupation requires this activity from 33% - 66% of the time.

C (Constantly)

Occupation requires this activity more than 66% of the time.

PHYSICAL EFFORT

Frequency:

1. Sitting
2. Standing
3. Walking
4. Bending over
5. Crawling
6. Climbing
7. Reaching overhead
8. Crouching
9. Kneeling
10. Balancing
11. Pushing or pulling

N	O	F	C
		X	
			X
			X
		X	
	X		
	X		
	X		
	X		
	X		
	X		
	X		

PHYSICAL EFFORT (Continued)

Frequency:

12. Lifting or carrying
 - A. 10 lbs. or less
 - B. 11 to 25 lbs.
 - C. 26 to 50 lbs.
 - D. 51 to 75 lbs.
 - E. 76 to 100 lbs.
 - F. Over 100 lbs.
13. Repetitive use of hands/arms
14. Repetitive use of legs
15. Eye/hand coordination

N	O	F	C
			X
			X
	X		
	X		
	X		
	X		
X			
			X
	X		
	X		

Yes or No:

16. Driving cars, trucks, forklifts & other equipment
17. Being around equipment and machinery
18. Walking on uneven ground

Y	N
X	
X	
X	

MENTAL EFFORT

Frequency:

1. Directing others
2. Writing
3. Using math / calculations
4. Talking
5. Working at various tempos
6. Concentrating amid distractions
7. Remembering names
8. Remembering details
9. Making decisions
10. Working rapidly
11. Examining/observing details
12. Discriminating colors

N	O	F	C
			X
			X
			X
			X
			X
			X
			X
			X
			X
			X
			X

ENVIRONMENTAL FACTORS

Frequency:

1. Inside
2. Outside
3. Humid
4. Hazards
5. High places
6. Hot
7. Cold
8. Dry
9. Wet
10. Change of temp
11. Dirty
12. Dusty
13. Odors
14. Noisy
15. Working w/others
16. Working around others
17. Working alone

N	O	F	C
		X	
		X	
	X		
		X	
	X		
		X	
		X	
		X	
		X	
		X	
		X	
			X
			X
			X
			X
	X		

Tahoe Donner Association has reviewed this job description to ensure that the essential functions and basic duties have been included. All items listed above on the Working Environment Addendum are considered to be essential functions of the position. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. Management reserves the right to revise the job description when circumstances of the position change.