



# Administrative Services Manager

## Job Description

Department: County Administration  
Position: Career Service  
Grade: 725  
Supervisory: Supervisor  
Reports to: County Administrator

### Summary

Under general guidance and direction of the County Administrator, supervises the Commission administrative services function including Records Management, Data Privacy Compliance, and the County General Information reception. Coordinates with all department reception operations throughout the County.

### Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Supervise, plan, coordinate, and direct the work of assigned personnel; schedule workload and delegate assignments; oversee and conduct division training; ensure work is completed accurately and efficiently; conduct ongoing individual meetings.
2. Identify, evaluate, and resolve personnel concerns; conduct and evaluate performance appraisals.
3. Make staffing decisions related to the hiring and retention of assigned personnel and the administration of disciplinary actions in accordance with County policies and procedures.
4. Prepare and manage division budget.
5. Coordinate regular meetings with countywide front-end operations; oversee and conduct customer service training.
6. Coordinate with managers to determine the ability and bandwidth of front-end operators to provide countywide support for special projects and interdepartmental support; oversee and respond to project requests.
7. Serve as the Privacy Officer for the Commission; coordinate with other county privacy officers to ensure compliance with state requirements.
8. Ensure proper use, storage, and disposal of records by County departments; conduct records management training; assist in maintaining records management system.
9. Establish division goals; ensure accuracy and quality of division functions; audit operations and recommend changes to procedures; assist with the work of assigned functions, as needed.

### For Office Use Only

Job Code: 2214  
Job Title: Administrative Services Manager  
FLSA: Exempt  
Effective Date: 2/15/2025  
Public Safety: No

Worker's Compensation: Clerical  
Background Level: I  
Safety Sensitive: No  
DOT: No  
ML: Manager

10. Oversee and maintain an accurate computerized inventory of County records; ensure compliance with County data retention schedules and policies related to proper storage, life cycle management, retention, classification, identification, destruction dates, and shredding.
11. Facilitate efficient record retrieval and inventory; ensure accurate entry of appropriate record data into appropriate software; maintain accurate inventory of Records Center.
12. Ensure security of records and storage areas to prevent unauthorized entry at all times.
13. Remain current on laws, procedures, and practices pertaining to the retention and disposition of public records.
14. Attend records management training provided by the Utah State Archives Department and other training, as assigned.
15. Ensure county provides excellent customer service.
16. Maintain effective working relationships with internal departments and external organizations.

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

- Knowledge of standard office practices and procedures
- Knowledge of Government Records Access Management Act (GRAMA) and other laws, standards, and policies related to record management
- Knowledge of mechanical applications
- Knowledge of research methods, techniques, and/or sources of information
- Knowledge of procedures relating to records preservation
- Skilled in record keeping, records protection, and preservation procedures
- Skilled in supervisory techniques and personnel management
- Skilled in reading, writing, and basic math
- Skilled in word processing and basic computer programs
- Skilled in creating documents and basic spreadsheets
- Skilled in operating records management equipment
- Skilled in 10-key
- Ability to maintain cooperative working relationships with those contacted in the course of work activities
- Ability to maintain strict confidentiality when working with sensitive records
- Ability to maintain high levels of concentration and attention to detail
- Ability to communicate effectively verbally and in writing
- Ability to coordinate multiple tasks efficiently and work well under pressure and impending deadlines
- Ability to supervise and train others while maintaining their own workload
- Ability to make effective presentations

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### **Supervisory Responsibility**

This position has direct supervisory responsibility and does serve as a coach and mentor for other positions in the department.

### **Work Environment**

Work is performed in a professional office environment. Work may expose the incumbent to possible bodily injury from lifting boxes and climbing ladders. This job requires the use of protective devices such as earplugs, gloves, masks, and back supporters. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. The noise level in the work environment is usually moderate. The incumbent may be required to drive Utah County owned vehicles in the course of conducting County business and must abide by the Utah County Vehicle Policy.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. This employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision and ability to adjust focus and distinguish between colors. The employee works for sustained periods of time at a computer. The employee is required to type, file, and lift office supplies or equipment up to fifty (50) pounds. The employee occasionally drives a motor vehicle.

### **Position Type / Expected Hours of Work**

Incumbent must work eighty (80) hours each pay period to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

### **Travel**

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

### **Required Education and Experience**

1. Bachelor's degree in public administration or business administration or a related field.
2. Four (4) years of complex clerical support work experience, including two (2) years of supervisory experience.
3. Equivalent combinations of education and experience may also be considered.

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**Preferred Education and Experience**

- 1. Preference may be given to applicants with master's degree in public administration, business administration, business organization or a related field.
- 2. Preference may be given to applicants with lead or supervisory experience.
- 3. Preference may be given to applicants who have a documented typing speed at or above the rate of forty (40) WPM net.
- 4. Preference may be given to applicants who have documented proficiency in 10-key.

**Additional Eligibility Qualifications**

- 1. Selected applicants must obtain the following certifications within the probationary period for new hires or the trial period for promoted County employees and must maintain during employment:
  - a. Records Information Management (RIM)
  - b. State Government Records Access and Management Act (GRAMA) AND
  - c. Certified Information Privacy Manager (CIPM)
- 2. Selected applicants will be required to submit to a pre-employment drug screen and background check.

**AAP/EEO Statement**

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

**Acknowledgement below to be completed after an offer has been extended and accepted.**

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee \_\_\_\_\_ Date \_\_\_\_\_

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