Administrative Services Manager

Job Description

Department:	County Administration
Position:	Career Service
Grade:	726
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; train assigned staff on County and department policies, procedures, operational processes, and document scanning and preservation.
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. Oversee the development, preparation, and management of the division budget; monitor expenditures and resource needs; ensure responsible allocation of resources, fiscal accountability, and alignment with departmental goals and operational needs.
5. Coordinate and submit departmental purchase requisitions; negotiate purchases within authorized limits; review, correct, and submit payment requests according to the County's chart of accounts, budgetary constraints, and department and County policies; ensure compliance with applicable contract provisions and financial documentation requirements; track requests through completion.
6. Oversee departmental maintenance work orders, as requested; initiate requests and monitor progress to ensure timely completion.
7. Establish division goals; ensure accuracy and quality of division functions; audit operations and recommend procedural improvements; assist with assigned functions, as needed.

For Office Use Only

Job Code: 2214
Job Title: Administrative Services Manager
FLSA: Exempt
Effective Date: 11/7/2026
Public Safety: No

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

8. Coordinate regular meetings with County department reception operations; oversee and conduct customer service training; coordinate with department managers to assess reception staff capabilities and availability to provide countywide support for special projects and interdepartmental needs; oversee and respond to project requests.
9. Coordinate directly with the County Commission to manage, oversee, and ensure timely completion of Government Data Protection Act (GDPA) projects, assignments, and requests submitted to the division, from initial planning through implementation and completion.
10. Oversee customer service provided through assigned functions and coordinate customer service improvements with County departments.
11. Manage content, scheduling, and regular updates for the lobby announcement monitor; ensure timely and accurate communication of County events, announcements, and other relevant information to employees and the public.
12. Serve as the Records Officer for the Commission as required by the State; coordinate records management activities countywide; serve as a primary point of contact for records retention and privacy matters within assigned functions.
13. Serve as the notary public for the County Commission Department, notarizing official documents in compliance with all State laws.
14. Ensure County departments follow proper records use, storage, and disposal practices; conduct records management training; assist in maintaining the records management system.
15. Oversee and direct Records Center operations, facilities, systems, procedures, and compliance activities, including the security, protection, storage, preservation, accessibility, retention, and disposition of County records; establish and maintain safeguards to prevent unauthorized access, entry, alteration, loss, or destruction of records; ensure records are properly managed and protected throughout their lifecycle in accordance with applicable laws, regulations, and County policies.
16. Lead the development, implementation, and continuous improvement of programs, processes, and procedures governing the privacy, protection, retention, classification, disposition, security, safety, and transparency of County records; ensure compliance with the GDPA, applicable laws and rules, and County policies.
17. Oversee and maintain an accurate computerized inventory of County records; ensure compliance with County data retention schedules and policies related to proper storage, lifecycle management, retention, classification, identification, destruction dates, and shredding.
18. Oversee the assessment and determination of division program and system needs; identify opportunities to improve operational efficiency and effectiveness; coordinate with programmers, technical staff, and other stakeholders in planning, developing, testing, implementing, and improving programs and systems to meet division operational requirements and objectives.

19. Facilitate efficient record retrieval and inventory; ensure accurate entry of records data into appropriate software to maintain an accurate inventory of the Records Center.
20. Remain current on laws, regulations, standards, procedures, and best practices affecting public records retention, disposition, privacy, and data protection; coordinate with the Utah Office of Data Privacy, Utah Office of the State Auditor, and Utah Legislature to obtain information, guidance, and training; communicate updates and coordinate their incorporation into County policies, procedures, and practices.
21. Serve as Chief Administrative Officer (CAO) of Privacy and Records for the County as required by the State; attend and participate in records management, privacy, data protection, and related training provided by the Utah State Archives, the appropriate State privacy office, and other applicable State agencies; attend other training, as assigned.
22. Coordinate and fulfill Government Records Access and Management Act (GRAMA) requests referred to the division by the Utah County Attorney's Office (UCAO); ensure responses are accurate, complete, and provided in accordance with applicable requirements.
23. Maintain effective working relationships with internal departments and external organizations.
24. Coordinate directly with the appropriate State privacy office to ensure County policies and practices concerning records privacy, protection, retention, and transparency comply with applicable State law and requirements.
25. Coordinate the County's response to public requests under the Americans with Disabilities Act (ADA); assist members of the public with requests and coordinate follow-up with appropriate County personnel.

Knowledge, Skills, and Abilities

- Knowledge of standard office practices and procedures
- Knowledge of Government Records Access and Management Act (GRAMA), Government Data Protection Act (GDPA), and other laws, standards, and County policies applicable to records management and data privacy
- Knowledge of records management principles and procedures, including classification, retention, storage, preservation, security, retrieval, and disposition
- Knowledge of supervisory practices and personnel management
- Knowledge of County budgeting, purchasing, and financial documentation practices
- Knowledge of research methods, techniques, and/or sources of information
- Knowledge of Americans with Disabilities Act (ADA) requirements applicable to public access to County services and programs
- Skilled in records management, protection, and preservation
- Skilled in reading, writing, and basic math
- Skilled in word processing, document preparation, and spreadsheet applications

- Skilled in conducting research and evaluating information
- Skilled in customer service and public relations
- Skilled in preparing and monitoring budgets and reviewing purchasing and payment documentation
- Skilled in operating records management equipment
- Ability to interpret and apply laws, regulations, policies, and procedures relevant to assigned functions
- Ability to assess operational needs, recommend improvements, and coordinate implementation of programs, procedures, and systems
- Ability to communicate operational requirements and coordinate project activities with technical staff and other stakeholders
- Ability to maintain objectivity when resolving conflicts and responding to concerns
- Ability to maintain confidentiality of sensitive files, records, and information
- Ability to maintain concentration, accuracy, and attention to detail
- Ability to communicate effectively verbally and in writing
- Ability to organize and coordinate multiple assignments and projects, meet deadlines, and work effectively under pressure
- Ability to supervise, train, and evaluate assigned personnel while managing other responsibilities
- Ability to develop and deliver training, guidance, educational resources, and presentations
- Ability to maintain cooperative working relationships with those contacted in the course of work activities

Supervisory Responsibility
This position has direct supervisory responsibility and serves 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 laptops, desktops, smartphones, 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 listen. Specific vision abilities necessary for this job include close vision and the 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.

Preferred Education and Experience

1. Preference may be given to applicants with a 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 them during employment:
    a. Records Information Management (RIM)
    b. State Government Records Access and Management Act (GRAMA)
    c. State of Utah Certificate of Authority of Notary Public
2. Applicants must possess a valid driver’s license and obtain a valid State of Utah driver’s license within sixty (60) days of employment.

3. 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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