

## **UTAH COMMUNICATIONS AUTHORITY JOB DESCRIPTION**

**Title:** Administrative Services Division Director

**Status:** Full Time

**FLSA Exempt:** Exempt

### **GENERAL JOB DESCRIPTION:**

- Performs a variety of professional administrative and upper-level management duties related to the Administrative Services Division. Oversees human resources throughout the organization, to assure compliance with federal and state labor laws and established policies and procedures. Manages benefits programs, and fulfills the role of Safety Officer, Risk Manager, and Training Coordinator. Works with Executive Management and division directors to understand specific learning and development needs, provides recommendations, and develops training programs to address needs. Plans, organizes, manages, and implements a comprehensive and progressive risk management program. As a Department Director, works under the direct supervision of the Deputy Director.

### **EXAMPLES OF TASKS/DUTIES:**

- As the Director of the Administrative Services Division, provides direct supervision to the Administrative Services Division staff as assigned.
- Oversee the Authority's Human Resource functions including onboarding, offboarding, maintenance of employee files, employee benefits, etc.
- Oversees recruitment for vacant and created positions.
- Acts as a liaison with benefits providers. Manages benefit program(s) for UCA employees; negotiates with benefit providers and administrators for program provisions, conducts research in benefit program enhancements and cost containment. Works with Executive Management to issue requests for proposals for benefit programs, receives and reviews bids, makes recommendations to Executive Management; implements changes upon approval.
- Develops and makes recommendations to Executive Management on Authority-wide operating policies and procedures; interprets policies; conducts regular reviews and updates of UCA policy and procedures.
- Directs, develops, and administers Authority-wide performance management programs, employee recognition programs, and custom training programs, coordinates applicable training for various departments, upon request; assists employees to resolve work-related problems.
- Works with division directors to determine performance standards for each job description.

- Plans, organizes, manages, and implements a comprehensive and progressive risk management program, including worker's compensation to include the development of policies and procedures.
- Assists divisions in implementing safety training, policy, and procedures, following OSHA guidelines, as well as investigating employee accidents. Works with the division directors to assess, identify, and prevent employee injury, work loss, and liability.
- Coordinates, implements, and introduces training programs. Liaises with divisions to identify and assess training and development needs; trains and coaches directors and managers, and others involved in employee development efforts.
- Serves as the Authority's Safety Officer; investigates and handles accident claims filed against the Authority; processes and/or directs and manages the processing of all worker's compensation claims. Identifies, develops, and oversees general safety training programs. Works with the division directors to assess, identify, and prevent employee injury, work loss, and liability.
- Develops and manages the department's budget.
- Other administrative duties assigned by Executive Management.

#### **KNOWLEDGE, SKILLS, ABILITIES, AND TYPICAL QUALIFICATIONS:**

(Includes knowledge, skills, and abilities required upon entry into position and trainable after entry into position)

- Education: Graduation from a college or university with a bachelor's degree in business or public administration, organizational development, communications, personnel relations, teaching, or a related field.
- Experience: Four years of experience in the administration of a risk management program, human resources, creating, managing, and delivering high-quality, comprehensive training programs.
- An equivalent combination of education and experience.
- Knowledge of Human Resource management theory, methods, and practices; the legal environment related to Human Resource management.
- Knowledge: Principles and practices of leadership and organization development and program management, including planning, implementation, and evaluation; principles of training supervision and evaluation; working knowledge of OSHA and workers' compensation regulations and practices; some knowledge of Federal and State laws, thorough knowledge of training and adult learning techniques, with the ability to learn other applications related to the job; working knowledge of computerized information systems; thorough knowledge of office procedures and skills.
- Knowledge of benefits, retirement, and compensation laws and guidelines.
- Must be a self-starter and driver of action with the ability to prioritize.
- Excellent communication, interpersonal, and team development skills.
- Ability to plan, organize, and manage the operations of comprehensive learning and risk management programs.

- Ability to consult with Executive Management and division directors within the organization to assess, trend, and analyze development or risk needs based on current and emerging organizational needs and strategic plans.
- Ability to communicate effectively, verbally, and in writing.
- Ability to make decisions where established procedures do not always apply.
- Ability to operate a personal computer and apply various program applications related to word processing, spreadsheets, and desktop publishing.
- Ability to develop effective working relationships with supervisor, fellow employees, and the public.

**OTHER REQUIREMENTS:**

- Risks found in the typical office setting, which is adequately lighted, heated, and ventilated, e.g., safe use of office equipment, observing fire regulations, etc.
- Typically, the employee may sit comfortably to perform the work; however, there may be some walking; standing; bending; carrying light items; driving an automobile, etc. Special physical demands are not required to perform the work.