

Administrative Services Supervisor

Department: Administration
Reports to: General Manager
Supervises: Administrative Assistant; Office Clerk (Part-Time); temporary staff, interns, consultants or contractors as assigned
Salary Range: **Subject to the District's Most Current Adopted Salary Schedule**
\$26.78 - \$46.75 Per Hour (\$55,702.40 - \$97,240.00 Annually) (As of October 2026)
Location: Pauma Valley Community Services District (PVCSD)
33129 Cole Grade Road, Pauma Valley, CA 92061

Pauma Valley Community Services District (PVCSD) Overview

The Pauma Valley Community Services District (PVCSD) is a public agency established under California Government Code to provide essential utility and security services to the residents of Pauma Valley Country Club Estates and surrounding areas. As a special district, PVCSD operates independently to ensure reliable wastewater management, storm drain maintenance, and community security, promoting public health, safety, environmental protection, regulatory compliance, and responsive service delivery.

Position Summary

Under the direction of the General Manager, plans, supervises, coordinates, and personally performs the District's administrative services functions. The Administrative Services Supervisor serves as Clerk of the Board and official custodian of all District records and files, including employment records; serves as the District's Human Resources lead and the first point of contact for employee grievances; performs and oversees District bookkeeping, accounts payable and receivable, customer billing, payroll processing, and CalPERS reporting and compliance; administers benefits and insurance programs; monitors compliance deadlines and changes in law and ensures compliance items are completed on time; supervises assigned administrative staff and maintains consistent office coverage; screens and resolves routine matters before they reach the General Manager; coordinates meetings, contractors, and consultants on administrative matters; maintains the District website, administrative calendar, and document quality control; supports procurement; handles confidential and sensitive information; exercises independent judgment within established policy; and performs all other duties as required by the General Manager.

Distinguishing Characteristics

This is a working supervisory classification and the senior administrative position in the District below the General Manager. The incumbent is the General Manager's primary delegate for administrative, financial recordkeeping, personnel, and compliance workflows and is accountable for recurring statutory deadlines that directly support District governance, financial integrity, public transparency, and employee administration.

The position is distinguished from the Administrative Assistant by its supervisory responsibility, its designation as Clerk of the Board, records custodian, and Human Resources lead, its accountability for financial and regulatory deadlines, and the breadth of independent judgment exercised. It is distinguished from the General Manager, who retains executive authority over policy, personnel actions, finance, contracts, and Board relations; the Administrative Services Supervisor executes, coordinates, and recommends within delegated authority. The position is a peer of the General Services Supervisor and works indirectly with the General Services Supervisor, the Security Services Lead, contractors, and consultants to coordinate administrative, financial, and compliance matters that span District divisions.

The classification carries a high standard of initiative and accuracy. The incumbent is expected to identify and assume work that can be handled at the Supervisor level in order to preserve the General Manager's capacity for executive matters, to bring recommended solutions when elevating problems, and to produce work that the Board, auditors, regulators, and employees can rely on without re-verification.

Essential Functions

The following duties are typical for this classification. They are intended to describe the general nature and level of work performed and are not an exhaustive list of all duties, responsibilities, and skills required. The General Manager may assign other duties, projects, and responsibilities at any time, whether or not specifically listed, consistent with the general purpose of the classification.

Clerk of the Board & Governance Support (Primary Focus)

- Serve as Clerk of the Board: prepare, assemble, and distribute agendas, staff reports, resolutions, ordinances, and complete agenda packets for regular, special, and committee meetings; verify formatting, completeness, deadlines, and public access; post agendas and notices within the timeframes required by the Ralph M. Brown Act and District policy.
- Attend regular and special Board meetings, including evening meetings; record proceedings; prepare accurate, impartial minutes and records of official actions; maintain the official record of motions, votes, direction to staff, and follow-up items.
- Draft Board letters, staff reports, resolutions, ordinances, notices, proclamations, and official correspondence at the direction of the General Manager; edit and finalize materials prepared by the General Manager, staff, and consultants for accuracy, consistency, and completeness.
- Maintain official Board and District records, including minutes, ordinances, resolutions, policies, agreements, and related indexes; coordinate signatures, certifications, recording, document execution, and retention; certify copies of official records.
- Receive, log, track, and coordinate responses to Public Records Act requests; coordinate record searches and review; maintain response deadlines; prepare responsive records under direction of the General Manager or legal counsel.
- Support governance and election administration, including candidate filing coordination with the County Registrar of Voters, oaths of office, director onboarding and orientation, Board training requirements (ethics and harassment prevention), and conflict-of-interest code and Statement of Economic Interests (Form 700) filing coordination; serve as the District's filing officer when designated.
- Coordinate public hearing notices, ordinance and resolution publication, and legally required postings and publications; maintain proof-of-posting and proof-of-publication records.
- Coordinate Board member travel, training registrations, reimbursements, and compensation documentation in accordance with District policy.
- Maintain the District's policy manual, employee handbook, ordinance and resolution files, and other governing documents in current form; incorporate adopted amendments and maintain version control.

Financial Administration, Bookkeeping, Billing & Audit Support

- Serve as the District's bookkeeper: perform and oversee accounts payable, accounts receivable, customer invoicing and billing, cash receipts and deposits, purchasing card reconciliation, and general ledger entries in the District's accounting system (currently QuickBooks Online); maintain audit trails and supporting documentation.
- Process, review, and code invoices; verify authorization, budget availability, contract compliance, and receipt of goods or services; prepare warrant and payment registers for General Manager review and Board approval.
- Prepare bank reconciliations, financial schedules, and monthly and quarterly financial reports for management and Board review; monitor cash balances, reserves, and investment reporting; assist with positive pay and banking documentation.
- Administer customer accounts, including sewer service charges, security and gate access charges, and miscellaneous receivables; coordinate the annual submittal of charges to the County property tax roll, as applicable; research and resolve billing discrepancies and delinquencies.
- Coordinate administrative support for annual budget development, mid-year budget review, interim and year-end audits, the District's financial consultants, the independent auditor, and the Treasurer; assemble audit schedules and respond to auditor requests.
- Prepare and submit recurring financial filings, including State Controller's Office Financial Transactions and Government Compensation in California reports, Form 1099 and related vendor reporting, and other required financial submissions.

- Maintain vendor records, W-9 forms, agreements, insurance documentation, and payment support; monitor administrative expenditures and contracts; identify discrepancies or deadlines and promptly elevate material issues.
- Assist with rate and fee administration, Proposition 218 notice logistics, cost recovery and deposit tracking for developer and third-party accounts, and grant or reimbursement documentation.
- Assist the General Manager with accounting research, analysis, and special financial projects as assigned.

Human Resources, Payroll, CalPERS & Personnel Records

- Serve as the District's Human Resources lead under General Manager direction: the first point of contact for employees regarding grievances, complaints, workplace concerns, personnel policies, benefits, leave, and timekeeping. Receive, document, and acknowledge grievances and complaints; route them in accordance with the District's grievance and complaint procedures; coordinate investigations with the General Manager and legal counsel; maintain grievance files. Nothing in this designation limits an employee's ability to report concerns directly to the General Manager or as otherwise provided by law.
- Process biweekly payroll and timekeeping through the District's payroll platform (currently ADP) in coordination with the District's financial consultants; review time records, schedules, pay changes, deductions, leave use, overtime, and out-of-class assignments for accuracy and authorization; reconcile payroll reports and journal entries; ensure payroll is issued on time and in compliance with state and federal wage, hour, tax, and reporting requirements.
- Monitor each payroll cycle from timekeeping through funding; prepare payroll registers and summary reports for General Manager review and approval before each payroll is released; maintain records of approval; promptly report and correct discrepancies.
- Ensure accurate and timely CalPERS reporting and compliance, including payroll reporting, contributions, enrollments, separations, membership eligibility, and reportable-compensation requirements; verify that pay rates reported to CalPERS conform to the District's adopted salary schedule; coordinate new-hire reporting and other required employer filings; respond to CalPERS inquiries and audits.
- Coordinate recruitment and hiring administration: draft and post job announcements, screen applications against minimum qualifications, schedule and participate in interview panels, coordinate reference and background processes, prepare offer documentation, and conduct onboarding and separation processing.
- Oversee the District's employee benefit programs, including medical, dental, vision, life, retirement, and other benefits, and annual open enrollment; process enrollments and changes; coordinate with providers and CalPERS; reconcile benefit deductions and invoices; ensure benefit plans are maintained in force, renewed on time, and administered in compliance with plan documents and state and federal requirements; coordinate workers' compensation reporting and protected-leave administration with the General Manager and consultants.
- Serve as custodian of confidential employment records, including personnel, payroll, benefit, training, medical, and disciplinary files; maintain records in accordance with recordkeeping, retention, confidentiality, and access requirements.
- Track probationary periods, performance evaluation due dates, licenses, certifications, required training (ethics, harassment prevention, safety, cybersecurity), leave balances, and other personnel deadlines; prepare routine notices and reports for the General Manager.
- Assist the General Manager with personnel policies, salary schedules, classification and compensation materials, employee communications, investigation logistics, and other human resources projects; administer the DMV Employer Pull Notice program and driver records, as assigned.

Records Management, Regulatory Reporting & Compliance Coordination

- Serve as the District's official custodian of records for all District files, in all formats; maintain organized, searchable electronic and paper filing systems; administer the District's records retention schedule, including scheduled destruction with required approvals.
- Maintain the District's master compliance calendar; track permit renewals, reporting deadlines, fee payments, certifications, and training requirements; provide the General Manager with advance notice of upcoming compliance deadlines; proactively notify responsible parties of required approvals and missing documentation; ensure coordination and completion of all compliance items by their deadlines.
- Monitor changes in California and federal law affecting the District's administrative, personnel, financial, and governance functions, including the Brown Act, the Public Records Act, the Political Reform Act, employment and

wage-and-hour law, and CalPERS requirements, through legal counsel updates, the California Special Districts Association, and other professional sources; brief the General Manager on changes and recommend updates to District policies, procedures, and forms.

- Coordinate and submit recurring reports and filings to state, county, and regulatory agencies, including the State and Regional Water Quality Control Boards, the San Diego County Air Pollution Control District, CAL FIRE, the Local Agency Formation Commission, the County of San Diego, and the State Controller's Office.
- Serve as a Data Submitter in the State Water Resources Control Board's California Integrated Water Quality System (CIWQS) in support of the District's Legally Responsible Official; enter and maintain required data, certifications, and enrollment information; coordinate with the General Services Supervisor on sanitary sewer system reporting, Sewer System Management Plan administration, and related submittals.
- Track operational and environmental reporting calendars and coordinate supporting information with responsible staff or consultants, including air quality permits, no-spill and self-monitoring reports, trucked-waste documentation, and sewer system management requirements.
- Coordinate CAL FIRE, County, and other inspection and permitting requirements affecting District facilities, including scheduling, documentation, and corrective-action tracking with the General Services Supervisor.
- Assist with development of administrative policies, procedures, forms, and internal controls; document workflows and maintain desk procedures for all administrative functions so that coverage can be sustained during absences.

Insurance, Risk & Contract Administration

- Oversee the District's property, liability, auto, workers' compensation, and other insurance programs; coordinate renewals, applications, exposure schedules, and premium payments; ensure all policies are maintained in force, renewed before expiration, and administered in compliance with policy terms and the requirements of the District's insurance pool or carriers; maintain policies, endorsements, and coverage documentation.
- Report and document claims, incidents, and losses; coordinate with the District's insurance pool or carriers, legal counsel, and staff; maintain claim files and track resolution.
- Maintain the District's contract register; track contract terms, expirations, renewals, insurance requirements, and notice deadlines; obtain and verify certificates of insurance, additional insured endorsements, W-9 forms, and licensing documentation from contractors and consultants before payment release.
- Assist the General Manager with Requests for Proposals and Requests for Qualifications: format and distribute solicitations, manage postings and addenda, receive and log submittals, coordinate evaluation logistics, prepare award documentation, and maintain procurement files.
- Prepare, route, and track contracts, agreements, amendments, and purchase orders for execution; maintain executed originals and monitor compliance with District purchasing policies.

Office Supervision, Coverage & Customer Service

- Plan, assign, supervise, and review the work of the Administrative Assistant, the Office Clerk, and other assigned staff; train staff, set performance expectations, conduct performance evaluations, recommend personnel actions, and address performance and conduct issues in coordination with the General Manager.
- Maintain consistent office coverage during posted business hours through scheduling of the incumbent and subordinate staff; personally cover the front counter, telephones, and customer service functions when needed.
- Serve as the primary point of contact for residents, customers, vendors, partner agencies, and the public; receive, log, research, and resolve customer inquiries, complaints, billing disputes, and service issues; route security and utility matters to the General Services Supervisor or Security Services Lead; track issues to closure and report unresolved matters to the General Manager.
- Provide first-level conflict resolution for customer disputes and workplace concerns; document incidents and outcomes; escalate matters requiring General Manager or legal counsel involvement.
- Coordinate office purchasing, supplies, inventory, equipment, mail, records storage, meeting arrangements, and vendor services; coordinate with the District's information technology contractors on user accounts, equipment, and support requests.
- Provide notarial services for authorized District business when commissioned.
- Delegate and track subordinate tasks; maintain task lists and status reporting for the General Manager.

Executive Support, Calendar & Project Coordination

- Screen and vet incoming calls, visitors, meeting requests, vendor and sales solicitations, and correspondence directed to the General Manager; resolve routine matters, including vendor inquiries and minor resident complaints, directly or through subordinate staff; refer to the General Manager only those matters requiring executive attention or decision, with a summary of the issue and recommended disposition.
- Maintain the administrative calendar for the General Manager, including meetings, deadlines, Board meetings, office projects, General Manager-assigned projects, compliance deadlines, and delegated subordinate tasks; prepare briefing materials and follow-up assignments.
- Schedule and coordinate meetings and calls among the General Manager, staff, consultants, contractors, and outside agencies; confirm participants, prepare agendas and materials, record action items, and track follow-up to completion.
- Serve as the office's point of coordination with the District's administrative and operations contractors and consultants, including financial, information technology, legal, engineering, and compliance consultants, on office and administrative matters and on other matters as assigned by the General Manager; track deliverables, invoices, and follow-up.
- Assist the General Manager with Board letters and staff reports, special projects, research and analysis, accounting matters, procurement solicitations, website management, and other assignments; manage correspondence and follow-up for the General Manager and Board of Directors.
- Coordinate the administrative components of District projects and initiatives with the General Services Supervisor, Security Services Lead, contractors, and consultants; monitor deliverable deadlines, invoices, and documentation.
- Prepare periodic status reports on administrative operations, compliance status, customer service activity, and project progress for the General Manager.

Website, Public Communications & Document Quality Control

- Maintain and update the District website, including agendas, minutes, financial information, compensation disclosures, public notices, policies, and transparency materials; support accessibility and the online posting requirements applicable to California special districts.
- Draft clear customer notices, rate or service communications, website updates, and public information; coordinate distribution through appropriate channels; maintain customer contact lists and notification tools.
- Maintain quality control over all District documentation: review outgoing letters, reports, forms, notices, and web content for accuracy, formatting, consistency with District templates, and completeness before release.

General Duties & Performance Expectations

- Attend all meetings designated by the General Manager, prepared with the relevant materials, status updates, and recommendations; complete assigned tasks and follow-up items by the deadlines set by the General Manager.
- Actively identify and assume administrative, financial, personnel, and compliance tasks that can be handled at the Supervisor level in order to preserve the General Manager's capacity for executive matters; when elevating an issue to the General Manager, present the relevant facts, the options considered, and a recommended course of action.
- Exercise initiative and sustained attention to detail. The work products of this position are relied upon by the Board of Directors, auditors, regulators, and employees; occasional minor errors are expected to be self-identified and corrected, but recurring errors in Board materials, payroll, financial records, or compliance filings are inconsistent with the requirements of this classification.
- Protect confidential and privileged information; exercise discretion in personnel, legal, financial, closed-session, and Board matters.
- Establish and maintain effective working relationships with elected officials, coworkers, consultants, contractors, regulators, customers, vendors, and members of the public.
- Remain current on laws, regulations, technology, and professional practices relevant to assigned responsibilities; attend training and professional meetings as approved.
- Provide backup administrative support during absences or emergencies; assist with emergency operations, disaster documentation, and cost recovery as assigned.
- Perform all other duties, special projects, and assignments as required by the General Manager, whether or not specifically listed in this job description.

Minimum Qualifications, Required Education & Experience

High school diploma or GED equivalent. An associate degree or higher in business administration, public administration, accounting, finance, human resources, or a related field is highly desirable; a bachelor's degree in a related field may substitute for one (1) year of the required experience.

Five (5) years of progressively responsible administrative, financial support, bookkeeping, human resources, records, or executive support experience, including at least two (2) years supporting a public agency, governing board, or similarly regulated organization, and including experience providing lead direction, training, or supervision to other staff; **or an equivalent combination of education, training, and experience that provides the required knowledge, skills, and abilities.**

Demonstrated experience independently coordinating several of the position's major functional areas, managing confidential records, and meeting recurring compliance and financial deadlines.

Demonstrated proficiency in Microsoft Office applications, including Outlook, Word, Excel, and PowerPoint, and the ability to learn the District's payroll, accounting, website, and records systems.

Required Licenses/Certifications (at hire or within stated timeframe)

Valid California Class C driver's license with a satisfactory driving record and insurability under District policy.

California Notary Public commission: desirable at hire; must obtain within twelve (12) months of hire.

Enrollment as a CIWQS Data Submitter with the State Water Resources Control Board within six (6) months of appointment, or as otherwise directed by the General Manager.

Completion of legally required public-agency training and District-assigned payroll, CalPERS, records, ethics, harassment-prevention, emergency management, and cybersecurity training within established timeframes.

Preferred/Desired Qualifications

Bachelor's degree in business administration, public administration, accounting, finance, or human resources.

Certified Board Secretary/Clerk credential through the California Special Districts Association (CSDA), Certified Municipal Clerk (CMC) designation, or comparable clerk-of-the-board training.

Bookkeeping, accounting, payroll, or human resources certification (for example, Certified Bookkeeper, Fundamental Payroll Certification, PHR, or SHRM-CP).

Direct experience with a California special district, city, county, water or wastewater agency, or other local government.

Hands-on experience with Brown Act agendas and minutes, Public Records Act coordination, CalPERS reporting, payroll administration, annual audits, State Controller reporting, insurance administration, and public-agency records retention.

Experience with ADP Workforce Now or a comparable payroll/timekeeping platform; QuickBooks Online or comparable accounting software; Streamline or another government website platform; and gate access or customer management systems.

Experience supervising office staff and administering procurement or contract files.

Bilingual English/Spanish communication skills.

Knowledge, Skills & Abilities

- **Board Governance & Public Records:** Knowledge of public-agency Board and meeting administration, including Brown Act procedures, agenda preparation, minute taking, official records, public notices, records retention, Public Records Act concepts, transparency, and confidentiality requirements.
- **Financial Administration & Internal Controls:** Knowledge of governmental accounting and bookkeeping, accounts payable and receivable, customer billing, purchasing, budgeting, audits, reconciliations, journal entries, documentation standards, and internal controls; ability to maintain accurate financial records and detect discrepancies.
- **Payroll, CalPERS, HR & Benefits:** Knowledge of payroll and timekeeping practices, state and federal wage-and-hour and payroll tax requirements, CalPERS membership and reporting requirements, recruitment and selection, grievance and complaint handling, employee onboarding and separation, benefit and insurance administration, leave administration, personnel records, required training, and confidentiality safeguards.
- **Regulatory Compliance & Reporting:** Knowledge of, or ability to learn, the reporting and permitting obligations of a wastewater and security services district, including water quality, air quality, fire agency, county, state, and insurance requirements; ability to track changes in California law affecting the District, maintain a compliance calendar, and meet fixed deadlines without reminder.
- **Insurance, Risk & Contracts:** Knowledge of public-agency insurance and risk management practices, certificates of insurance and endorsements, contract administration, and procurement documentation; ability to track contract terms and enforce documentation requirements.
- **Supervision & Office Management:** Principles of supervision, training, work planning, performance evaluation, and coverage scheduling; skill in executive support, customer service, deadline control, filing systems, records management, proofreading, research, report preparation, and professional correspondence.
- **Initiative & Accuracy:** Ability to anticipate needs, act without prompting, and follow assignments through to completion; ability to produce Board materials, payroll, financial records, and compliance filings that are consistently accurate and complete; ability to self-check work and correct errors before release.
- **Analytical Judgment:** Ability to interpret and apply laws, policies, procedures, contracts, and reporting instructions; identify inconsistencies; reconcile records; recognize when legal, financial, technical, or management review is needed; develop options and recommendations; and make sound decisions under deadline pressure.
- **Communication & Neutrality:** Ability to communicate clearly and tactfully with elected officials, employees, consultants, regulators, customers, and the public; prepare accurate and impartial minutes; resolve conflicts constructively; maintain neutrality in Board matters; and protect sensitive information.
- **Technology:** Proficiency with Microsoft Office and Microsoft 365 applications (Outlook, Word, Excel, PowerPoint, Teams, and SharePoint or OneDrive), payroll/timekeeping platforms such as ADP, accounting software such as QuickBooks Online, website content-management platforms, PDF tools, spreadsheets, and electronic records systems; ability to learn specialized District applications, regulatory portals, and access-control systems.
- **Organization:** Ability to manage multiple complex workstreams, frequent interruptions, statutory deadlines, delegated tasks, and changing priorities with limited supervision while maintaining accuracy and appropriate follow-through.

Working Conditions & Physical Requirements

- Works primarily in a standard office environment with frequent interruptions, public contact, confidential matters, and firm statutory, payroll, financial, and meeting deadlines.
- This is an on-site position. Remote work may be authorized on a case-by-case basis at the sole discretion of the General Manager, subject to operational needs and office coverage, and is not a term or condition of employment. Remote work will not be approved during the week preceding a Board meeting agenda posting deadline under the Brown Act.
- Frequently sits for extended periods and uses a computer, keyboard, telephone, and standard office equipment; requires visual acuity to review detailed records and hearing and speech sufficient for effective communication.
- Occasionally stands, walks, bends, reaches, and lifts or carries files, supplies, or equipment weighing up to 25 pounds; travels locally for banking, postings, meetings, training, inspections, or other District business.

- Must be able to attend evening Board meetings and adjust the work schedule to meet payroll, legal, audit, emergency, or operational deadlines. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Special Requirements

- Successful completion of a background check, reference review, and any other job-related screenings required by the District.
- Ability to maintain the highest level of confidentiality and discretion regarding personnel, payroll, legal, financial, closed-session, and other sensitive District matters.
- Must be available to attend meetings, workshops, training, and District events outside regular business hours when requested by the General Manager. When unable to attend, the incumbent must arrange qualified subordinate coverage acceptable to the General Manager with reasonable advance notice.
- Must be available to work varying hours, including evenings, extended hours, and overtime when required by Board meetings, payroll processing, public notices, audits, elections, emergencies, statutory deadlines, or other operational demands. Overtime and schedule adjustments are subject to General Manager approval; overtime compensation eligibility is governed by the position's FLSA designation on the District's adopted salary schedule.
- Compliance with all District policies, including requirements applicable to disaster service workers under California Government Code Section 3100.
- All other duties and responsibilities as required by the General Manager.

Equal Employment Opportunity

The Pauma Valley Community Services District (PVCSD) is an equal opportunity employer and prohibits discrimination and harassment of any kind. PVCSD is committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment. All employment decisions at PVCSD are based on business needs, job requirements, and individual qualifications, without regard to any status protected by applicable federal or California law. PVCSD encourages applicants of all ages, backgrounds, and experiences to apply. If you need reasonable accommodation during the application or interview process, please contact the District office at (760) 742-1909 or customerservice@paumavalleycsd.ca.gov.