



CITY OF VISALIA

# Administrative Services Director

(Human Resources, Risk Management & Communications)





## VISALIA: A BETTER WAY OF LIVING

If work-life balance is important to you, consider living in a thriving community that offers some of the most affordable housing in California and the typical commute time is less than 20 minutes. With a population of about 145,000, Visalia offers small town charm with metropolitan amenities. Visalia has an extensive health care system, a flourishing arts community, local theatre companies, a downtown convention center, and numerous fine dining establishments.

As the Tulare County seat, principal retail center in the region, and home to several large industrial employers, Visalia has a diverse economy that offers opportunities for families to live in the Golden State with median family home prices at \$417,500, while also getting the quality-of-life families deserve. The City has been named by Kiplinger as one of the "11 Great Places to Live in California". Visalia has a vibrant downtown district, safe neighborhoods, many institutions for higher learning, and low cost of living. The City has several community parks, organized team sports including a minor league baseball team (Visalia Rawhide), a municipal golf course and private country club, a multi-sport family-oriented regional sports park, and numerous outdoor and recreational activities.

Located in the heart of California's San Joaquin Valley, Visalia offers the best location in California to experience all the natural wonders of the state from an affordable and accessible central location. For the outdoor enthusiast, the nearby mountains, national parks, lakes and rivers provide year-round opportunities for sports and recreation

within an hour to two hour's drive. California's beautiful Central Coast is just a two-hour drive away and the excitement of Los Angeles and San Francisco are just a few hours in either direction.

## GOVERNANCE

Visalia is a full-service Charter city that employs 700 full-time employees and approximately 200 hourly employees in nine City departments. The City operates under the Council-Manager form of government with a five-member City Council elected by district. The City's executive team includes the department heads for Administration, Administrative Services, Engineering and Building, Finance and Technology, Fire, Parks and Recreation, Planning and Community Preservation, Police and Public Works. The City Attorney function is contracted. Visalia owns and operates a convention center, a municipal airport, a solid waste enterprise, and owns a 27-hole golf course and the baseball stadium occupied by the Visalia Rawhide, a Minor League Single A franchise.

Visalia has enjoyed a strong financial history and the overall financial health is positive. In addition, three-year contracts with all bargaining groups are in place through June 2027. The citizens of Visalia have passed two sales tax enhancement measures that provide ongoing secure funding to Police, Fire, and other City services. The City operates on a biennial budget cycle with a total 2024-2026 budget of \$329.9 million that includes a General Fund budget of \$95 million. Visalia has also been effective and efficient in its community planning, which has led to an active, vibrant, and heavily visited downtown, a strong retail/commercial corridor and a thriving industrial area.

**Mission Statement** - *Our mission is to enhance the lives of Visalians by providing services and solutions that create a vibrant and connected community.*







## THE POSITION

The Administrative Services Director will oversee the Human Resources, Risk Management, and Communications Divisions. Additional divisions or functions may be added based on a department needs assessment. A solid track record managing human resources is vital. As a working director, the incumbent will be tasked with updating and streamlining division processes and communication methods, developing long term workforce solutions and training, enhancing public involvement, outreach and messaging, implementing innovative methods of employee engagement, and leading the City in ensuring its workforce is representative of the community.

This position will also oversee the City's public relations and branding and ensure all communications include a clear, cohesive and transparent message to the public and the workforce. The director will take a hands-on approach on many Human Resources and Risk Management activities including labor relations and workers' compensation.

The new Administrative Services Director will be instrumental in working with the City's executive team in rebranding efforts for an 'Employee Forward' working environment.

## THE IDEAL CANDIDATE

The ideal candidate will be an innovative, solutions-oriented, and collaborative leader with a strong work ethic, possessing strategic awareness and a sense of vision, a cooperative spirit, and excellent communication. The qualified Director will have the desire and confidence to work with leadership in a highly visible role to carry out the mission, vision and needs of the City. Excellent communication and interpersonal skills are necessary to work well with staff, executive management and other key stakeholders to implement positive outcomes. This position will require critical thinking, flexibility, a willingness to exchange and encourage new ideas, and the ability to build consensus while helping to move the

City in an exciting new and prosperous direction. The successful candidate will provide leadership and inspire support in the efforts to encourage the City's values:

- ▶ **Community:** We care deeply for our community and strive to provide transparency and equitable services in an approachable and friendly way.
- ▶ **Opportunity:** We are dedicated to enhancing Visalia by providing opportunities for economic and social development.
- ▶ **Vibrancy:** We embrace unique perspectives and backgrounds to create a vibrant and welcoming community.

### Key Attributes and Characteristics

- ▶ Develop a culture of high integrity, respect, transparency, and professionalism that supports training, employee growth and development.
- ▶ An active problem solver who anticipates and responds to problems in a timely manner, develops alternative solutions, and is able to bring resolution to issues quickly, while involving others.
- ▶ Champions inclusivity throughout the organization.
- ▶ Stays current of social, political and economic trends and operating problems of municipal government, as well as new technology that improves business processes and community access and service.
- ▶ A solid understanding of principles and practices of municipal government budget preparation and administration.
- ▶ Knowledge of the rules and regulations governing public meetings.
- ▶ Strong research methodology and report preparation and presentation.
- ▶ A strong background in labor relations activities.
- ▶ The ability to create and foster stability, succession planning and a department of high performance, accountability, and high morale through a positive and inspiring leadership style.
- ▶ A leader who is honest and is able to build trust, while building a culture of teamwork and collaboration.
- ▶ Understands how to do the right thing at the right time, and advocates for appropriate change as needed.

## QUALIFICATIONS

- A bachelor's degree in public administration, business administration, or applicable field.
- Eight (8) years of extensive administrative experience in a full-service municipal agency, county government, or similar agency that includes human resources and/or risk management in a full-service city.
- A minimum of three (3) years in a management position.

## COMPENSATION AND BENEFITS

**The annual salary for this position is \$158,860 - \$199,713. 4% increase effective the pay period that includes July 1, 2025. Experience Incentive up to 8% based on prior relevant experience.**

The City of Visalia offers a competitive total compensation package that includes:

- CalPERS retirement program.
- Health, Dental and Vision Insurance.
- Onsite City Health and Wellness Clinic.

- Paid Holidays.
- Administrative Leave.
- Vacation.
- Sick Leave.
- Auto Allowance.

To view additional benefits and more detailed information, visit [www.visalia.city](http://www.visalia.city).



## APPLICATION AND RECRUITMENT PROCESS

**The final filing date is Monday, April 14, 2025.**

To be considered, please submit a resume, cover letter, and five work-related references (who will *not* be contacted in the early stages of the recruitment) to:

<https://koffassociates.com/admin-services-director-visalia/>

Resumes should reflect years *and* months of positions held, as well as size of past organization(s).

For additional information, please contact:



Frank Rojas  
Phone (510) 495-0448  
[Frank\\_Rojas@ajg.com](mailto:Frank_Rojas@ajg.com)  
Website: <https://koffassociates.com/>

Resumes will be screened based on the criteria outlined in this brochure. Candidates with the most relevant qualifications will be given preliminary interviews by the consultant. Koff & Associates will report the results to the City. The City will then select candidates to participate in panel interviews. Extensive reference and background checks will be completed on the selected candidate.