



BUSINESS MANAGER

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, and reviews the work of professional, technical, and administrative staff performing difficult and complex support work related to all programs and activities of the business systems operations of the Department, including budget and information systems; coordinates assigned activities with other divisions and departments; provides highly complex and responsible support to the Department Director in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Department Director and the Assistant Department Director and may exercise general direction and supervision over professional, technical, and administrative support staff.

CLASSIFICATION CHARACTERISTICS

This is a mid-management classification that manages business systems operations for a Department, including budget and information systems programs. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the Department Director in a variety of areas. Successful performance of the work requires an extensive professional background as well as skill in coordinating departmental work. This class is further distinguished from the Department Director in that the latter has overall responsibility for all City-wide Departmental functions and for developing, implementing, and interpreting public policy.

ESSENTIAL FUNCTIONS

- Plans, manages, and oversees the daily functions, operations, and activities of the business systems operations of the assigned Department.
- Manages and participates in the development and implementation of goals, objectives, policies, and priorities for the division; recommends within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Develops and standardizes procedures and methods to improve the efficiency and effectiveness of business systems operations services, projects, and activities; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and recommends to the Department Director.
- Manages and coordinates the work plan for the assigned area; meets with staff to identify and resolve problems; assigns work activities, projects, and programs; monitors work flow; reviews and evaluates work products, methods, and procedures.
- Participates in selection, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
- Provides highly complex staff assistance to the Department Director; develops and reviews staff reports related to financial, budgetary, and information systems activities, projects, and services; presents reports

to commissions, committees, and boards; performs a variety of public relations and outreach work related to assigned activities.

- Coordinates, oversees, and performs professional-level administrative work in such areas as budget development, financial administration and reporting, and grants application development and oversight.
- Develops and recommends fiscal/budget policies and procedures; advises Department Director and other staff on program implications of financial decisions.
- Maintains a liaison with the City's financial services staff and Federal and State funding agencies in matters affecting financial and accounting guidelines and requirements, budget changes, and related activities.
- Develops and monitors the Department operating and capital improvement budgets; reviews budget proposals from all department divisions and subdivisions; monitors program performance to ensure budget and program objectives are met; serves as department representative in fiscal negotiations with Federal, State, and local resource agencies; analyzes City budget policy trend and forecasting involving historic, current, and multi-year review of expenditures and revenues; tracks long term and major projects, timelines, work plans, and performance measures; serves as principal advisor to department management on fiscal, operational, and administrative matters; advises on developments in fiscal relationships with other agencies.
- Manages, develops, and recommends data processing plans, systems, and applications; oversees established data processing systems and linkages to external databases.
- Conducts a variety of organizational studies, investigations, and operational studies, including Department annual report and single and multi-year staffing; recommends modifications to programs, policies, and procedures, as appropriate.
- Manages and develops consultant requests for proposal for professional services; evaluates proposals and recommends or decides project award; negotiates and administers contracts for projects; ensures contractor compliance with City standards and specifications, time, and budget estimates; analyzes and resolves complex problems that may arise.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations related to the area of assignment; researches emerging products and enhancements and their applicability to City needs.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Assists the Department Director with special projects, as needed.
- Performs other duties as assigned.

Job and Conduct Requirements:

- Maintains regular job attendance and adherence to working hours, consistent with applicable policies.
- Complies with applicable city, state, local, and federal laws, rules, and regulations; Follows and maintains knowledge of all City policies and procedures.
- Observes safe work methods; reports safety, sanitary, and fire hazards immediately to supervisor and follows prescribed policies for safety.
- Maintains work areas in a clean and orderly condition, including securing equipment at the close of the workday.
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions.
- Participates effectively at regular team meetings using appropriate interpersonal skills and problem-solving skills and conflict resolution strategies.
- Maintains appropriate certifications and training, as required.

- Interacts thoughtfully and courteously with staff and community; Acts and resolves conflict in a professional manner.

JOB QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, project management, and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles and practices of municipal government management and public administration.
- Advanced principles, practices, and procedures of funding sources and grant funds disbursement.
- Advanced principles and practices of public agency budget development and administration and sound financial management policies and procedures.
- Applicable Federal, State, and local laws, codes, and regulations.
- Principles and practices of bidding process and contract administration and evaluation.
- Grants application preparation, development, and oversight.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area.
- Modern developments, current literature, and sources of information regarding information systems.
- Methods and techniques of effective technical report preparation and presentation.
- Modern office practices and technology, including personal computer hardware and software applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Record keeping principles and procedures.
- Techniques for dealing effectively with the public, vendors, contractors, and City staff, in person and over the telephone.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, various business, professional, educational, and regulatory organizations and with property owners, developers, contractors, and the public.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

Skill in:

- Use of personal computers, computer hardware and software applications, including Microsoft Office Suite products, and related equipment and programs.
- Use of standard office equipment.
- Verbal and written communication skills; customer service skills.
- Organizational and time management skills to organize own work, set priorities, and meet critical time deadlines.
- Establishing and maintaining a variety of filing, record-keeping, and tracking systems.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Manage and monitor complex projects, on-time and within budget.
- Plan, organize, assign, review, and evaluate the work of staff; provide training to staff in work procedures.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.

- Research, analyze, and summarize data, and prepare, present, and maintain accurate and reliable reports containing findings and recommendations.
- Prepare and present clear, concise, and logical written and oral reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize, and present administrative, financial, and technical information and data in an effective manner.
- Analyze situations and identify pertinent problems/issues; collect relevant information; evaluate options; and recommend/implement appropriate course of action.
- Develop, interpret, apply, explain, and ensure compliance with City policies and procedures, and complex laws, codes, regulations, and ordinances.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the department and the City in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations and in meetings with individuals.
- Effectively conduct meetings and make presentations to various groups.
- Coordinate and oversee project administration, budgeting, and fiscal reporting activities with other City departments and agencies as required.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Make sound, independent decisions within established policy and procedural guidelines.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

MINIMUM QUALIFICATIONS

Minimum Education/Experience Requirements:

Any combination of training and experience, which would provide the required knowledge, skills and abilities, to perform the essential functions of the position, may be qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to graduation from an accredited four-year college or university with major coursework in accounting, finance, business or public administration, or related field, and
- A minimum of five (5) years of experience in professional budgeting, accounting, and financial operations, and
- Including two (2) years of supervisory or management experience.

License and Certification Requirements:

- Possession of a valid driver's license with a clean/satisfactory DMV driving record report.

Preferred Qualifications:

- Experience in a governmental or public agency setting preferred.

WORKING CONDITIONS

Work Environment:

The duties for this job will be performed primarily in an office environment with moderate noise levels, controlled temperature and ventilation conditions, and rare to no direct exposure to hazardous physical substances. Employee may interact in difficult interpersonal situations with both staff, public, and/or external representatives in interpreting and enforcing departmental policies and procedures.

Physical Demand/Manual Dexterity:

The duties for this job require mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle; and to visit and inspect various City development sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds as well as stand, sit, use hands for fine manipulation, handle or feel and reach with hands and arms. The employee may occasionally climb stairs. Specific vision abilities required by this job include close vision, distance vision, ability to adjust focus, and peripheral vision.

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. Management is receptive to receiving requests from employees for accommodations related to disability, will engage in the interactive process with employees who make such requests and, where accommodation is needed and reasonable, is committed to providing accommodation, unless doing so would impose an undue hardship on the operation of the business.

REVISED:

March 2015; *broadened classification from specific Department to multiple departments*