

**CLASS SPECIFICATION**  
**Business Operations Supervisor**

FLSA Status: Exempt  
Union Representation: Nonrepresented

**GENERAL PURPOSE**

Under general direction, plans, organizes, supervises and participates in the work of staff engaged in providing a wide variety of business operations services to support the work of a bureau, division or large work group; develops, monitors and reports on the bureau/division or work group operating and capital improvement budget; advises managers on the resolution of complex budget and financial issues and problems; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

Business Operations Supervisors plan, organize, supervise and participate in the work of staff providing a wide variety of business operations support services for their bureau, division or work group. Incumbents coordinate and participate in development of operating and capital budgets, often involve multiple funding and financing sources. They research, develop and implement operational policies and procedures for bureau administrative functions and may supervise and direct bureau-specific business, administrative or program processes. Responsibilities and assignments are complex, require a good understanding of City and bureau policies, practices and procedures and involve significant accountability and decision-making.

Business Operations Supervisor is distinguished from Business Operations Manager in that incumbents in the latter class serve as top finance, budget and administrative manager for a moderate sized bureau or major division of a larger bureau, entailing the management and integration of a moderate sized staff carrying out a diverse group of programs and activities.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Plans, organizes, controls, integrates and evaluates the work of the assigned section; with assigned staff, develops, implements and monitors work plans to achieve bureau mission, goals and performance measures; directs the development of and monitors performance against the biennial bureau budget; manages and directs the development, implementation and evaluation of work programs, plans, processes, systems and procedures to achieve City and bureau goals, objectives and performance measures consistent with the City's quality and citizen service expectations.
2. Plans, organizes, directs and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; provides compensation and other rewards

to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies, subject to management concurrence, in accordance with City Charter, Code, human resources policies and labor contract agreements.

3. Provides leadership and works with supervisors to develop and retain highly competent, service-oriented staff through selection, compensation, training and day-to-day management practices that support the City's and bureau's mission, objectives and service expectations; provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment.
4. Plans, coordinates, supervises and may participate in developing and administering a bureau, division or work group budget, often involving a variety of revenue and funding sources; plans, coordinates, supervises and may participate in developing and administering capital improvement budgets; develops annual and multi-year financial plans and revenue forecasts; studies, develops and recommends financial policies to meet bureau and division needs and requirements; monitors budget performance reports and prepares periodic analyses and reports for use by management and OMF.
5. Supervises and may participate in the activities of staff engaged in compiling and monitoring budgets and funds, preparing revenue and expenditure analyses, administering grants and contracts, processing purchasing and travel/training requests and providing other business and administrative support services; develops and implements administrative policies and procedures to ensure bureau conformance with City policies and standards; identifies budgetary and financial problems, issues and challenges; conducts research and recommends methods for resolution; establishes and administers appropriate budgetary and accounting controls; assists bureau management, OMF and other divisions, bureaus and outside agencies in addressing financial, budget and related matters.
6. Supervises the work of staff performing daily business operations, accounting and financial transactions, including revenue and expenditure reporting, accounts payable and receivable, grants and contracts and procurement.
7. Conducts complex administrative, policy and procedural analyses; develops recommendations to address the issues identified or to improve productivity and service while reducing costs.
8. Represents the bureau in meetings on a variety of business operations matters; makes presentations before outside groups and agencies; coordinates and consults with other bureaus, divisions or agencies to ensure work programs and objectives are consistent.
9. Administers interagency agreements for a variety of purposes; develops, negotiates and administers contracts; develops policy and procedures to ensure contract results in compliance with bureau needs and specifications; recommends amendments to address changing requirements and unanticipated circumstances.

## **OTHER DUTIES**

1. Supervises and participates in a variety of bureau-specific functions, including management of specific bureau work programs and related services and other similar activities; provides administrative support to managers in carrying out their staff management responsibilities.
2. Serves on various task forces, committees and teams for a variety of purposes.
3. May supervise other management and administrative support functions, including risk management, facilities planning and coordination and bureau-specific training programs.
4. May coordinate the delivery of human resources services to meet bureau needs with the Bureau of Human Resources; may manage or coordinate delivery of information technology services to support bureau operational requirements.
5. May provide administrative management support for major construction project, including managing schedules and budgets, approving low-income resident loans and deferrals and resolving difficult project-related document research and related issues.

## **MINIMUM QUALIFICATIONS**

### **Knowledge of:**

1. Principles and practices of public administration, including human resource management, purchasing, contract development and administration and maintenance of public records.
2. Principles, practices, methods and techniques of financial analysis and forecasting.
3. Principles, practices and methods of municipal budget development and management.
4. Practices and procedures of enterprise and governmental accounting, including cost and project accounting and methods of financial control and reporting.
5. Internal control principles and practices.
6. Federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility.
7. City operations and functions and associated financial management, budgeting and business operation issues and challenges.
8. Research methods and statistical and financial analysis techniques.
9. Principles and practices of computer-based financial and accounting systems.
10. Principles and practices of effective supervision.
11. City human resources and labor contract provisions.

**Ability to:**

1. Plan, organize, supervise and participate in the work of a small staff engaged in carrying out a variety of difficult financial, accounting functions and other business operation support activities.
2. Analyze, evaluate and make sound recommendations on complex financial data and operations.
3. Define complex financial and budgetary issues, perform difficult and complex analysis and research, evaluate alternatives and develop sound conclusions and recommendations.
4. Understand, interpret, explain and apply City, state, and federal policy, law, regulation and court decisions applicable to areas of responsibility.
5. Apply creativity and flexibility in problem solving to complex and/or sensitive issues and problems.
6. Present proposals and recommendations clearly and logically.
7. Represent the City and bureau effectively on a variety of issues; negotiate effectively on behalf of the bureau.
8. Prepare clear, concise and comprehensive reports, correspondence, reports, studies and other written materials.
9. Exercise sound independent judgment within general policy guidelines.
10. Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.
11. Establish and maintain effective working relationships with all levels of City and bureau management, representatives of other agencies, employees and others encountered in the course of work.

**Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in public or business administration, finance or a closely related field; and at least four years of progressively responsible finance, budgeting and administrative experience; or an equivalent combination of training and experience. Experience in a public agency is preferred.

**Licenses; Certificates; Special Requirements:**

**PHYSICAL AND MENTAL DEMANDS**

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

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**Class History:**

Adopted: 07-01-02

Revised:

Class created as a result of Nonrepresented Classification & Compensation Study, 2001-2002. This class is composed from position(s) within the following class(es)

- 0926 ADMINISTRATIVE SERVICES MANAGER Adopted: 07-01-92
- 0970 PROGRAM MANAGER II Adopted: 07-01-92
- 0828 SENIOR FINANCIAL ANALYST Adopted: 07-01-92
- 0952 SENIOR MANAGEMENT ANALYST Adopted: 06-18-97

June 2009 - Change Job Class number from 7110 to 30000440, due to system change.