

CLASS SPECIFICATION
Business Operations Manager

FLSA Status: Exempt
Union Representation: Nonrepresented

GENERAL PURPOSE

Under general direction, plans, organizes, manages and participates in the work of staff engaged in providing budgeting, financial planning and reporting, accounting, purchasing, contracting and other business services in support of bureau management and staff; may serve as top budget, finance and administrative manager for a moderate sized bureau or major division of a larger bureau; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Business Operations Managers plan, organize and manage the work of staff providing a wide variety of budget, finance, grants, accounting, payroll, purchasing, contracting, billing and collection and other business and administrative support services to their division or bureau. Incumbents oversee, coordinate and participate in development of bureau operating and capital budgets and advise bureau management on the issues, scope and appropriate resolution of complex budget and financial problems. They research, develop and implement operational policies and procedures for bureau administrative functions and may oversee a variety of bureau-specific business and administrative processes. Responsibilities and assignments are complex, require a thorough understanding of City and bureau policies, practices and procedures and involve significant accountability and decision making.

Business Operations Manager is distinguished from Business Operations Supervisor in that incumbents 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.

Business Operations Manager is further distinguished from Senior Business Operations Manager in that incumbents in the latter class serve as the top finance, budget and administrative manager for a major bureau and manage the work of a large staff.

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 division or section; with subordinate supervisors, 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 and division 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 supervisors and 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, 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. Directs, participates in, coordinates preparation of and administers the bureau's operating and capital budgets, often involving a complex variety of revenue and funding sources; supervises and participates in 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, OMF, other bureaus and other governmental and regulatory bodies; may oversee and participate in the development of rate systems and structures to meet bureau revenue and financing requirements, including conducting annual rate studies for a variety of programs and funds and conducting income, fund balance and other analyses.
5. Manages and supervises the activities of staff engaged in performing budget development and monitoring, revenue and expenditure analyses, grants administration, purchasing and stores supervision, preparation and processing of contracts and performing billing and collections/accounts receivable processes; develops and implements operational policies and procedures to ensure bureau conformance with City policies and standards; analyzes financial, budgetary and related processes, identifies financial problems, issues and challenges; conducts research and evaluates creative alternatives for generating new revenue sources; establishes and administers financial, budgetary and accounting controls; assists bureau management, the Office of Management and Finance, Mayor's and Commissioners' offices and other bureaus in addressing financial, budget and related matters; analyzes and makes recommendations on complex proposals for capital and operating programs.
6. Supervises and participates in studies of bureau operational and administrative processes and practices to identify process, productivity and cost improvements; recommends changes to improve productivity and service while reducing costs.
7. Performs legislative and policy analyses of complex issues with potentially significant impact on bureau programs, operations and/or revenue streams; formulates approaches and courses of action to

address issues identified; participates in bureau strategic planning processes and develops action plans to execute strategy in areas of assigned responsibility.

8. Represents the bureau in meetings with City officials and staff on a variety of business operations matters; makes presentations before outside groups and agencies; coordinates and consults with other bureaus and agencies to ensure work programs and objectives are consistent.
9. Coordinates development and administers interagency agreements for a variety of purposes; develops and administers contracts; manages or develops policy in related areas; recommends amendments to address changing requirements and unanticipated circumstances.

OTHER DUTIES

1. Supervises and participates in a variety of bureau-specific functions, including overseeing trust fund and evidence fund accounting, negotiating and administering wholesale water contracts, providing graphics and GIS user applications support, promoting bureau programs and services, managing customer service and support activities, processing City-wide employment transaction processing, providing administrative support to the Civil Service Board and other similar activities.
2. May manage and direct a variety of other management and administrative support functions, including risk management, facilities planning and coordination and bureau-specific training programs.
3. 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.
4. May supervise a technical or operational section performing services to meet bureau mission and performance goals and objectives.
5. May serve as project leader for assigned special projects and program initiatives, including defining project objectives, establishing project schedules and monitoring project completion on schedule and budget.

MINIMUM QUALIFICATIONS

Knowledge of:

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

Ability to:

1. Plan, organize, manage and direct a variety of complex work programs, financial and accounting functions and operations programs and activities.
2. Analyze, evaluate and make sound recommendations on complex financial data and operations.
3. Define complex financial, rate setting and financing 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, logically and persuasively in public meetings.
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, expert 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, other governmental agencies, employees, media representatives 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 five years of progressively responsible finance, budgeting and administrative experience, at least two years of which were at a supervisory level; or an equivalent combination of training and experience. Experience in a public agency is preferred.

Licenses; Certificates; Special Requirements:

A valid state driver’s license may be required for certain assignments.

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.

Class History:

Adopted: 07-01-02

Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002. This class is composed from position(s) within the following class(es)

0926	ADMINISTRATIVE SERVICES MANAGER	Adopted:	07-01-92
0928	BUREAU ADMINISTRATIVE MANAGER	Adopted:	07-01-92
0943	ECONOMIST II	Adopted:	07-01-92

June 2009 - Change Job Class number from 7112 to 30000441, due to system change.
