

**CLASS SPECIFICATION**  
**Senior Business Operations Manager**

FLSA Status: Exempt  
Union Representation: Nonrepresented/Incumbents hired after January 4, 2008 are exempt from Civil Service (Ordinance 181459)

**GENERAL PURPOSE**

Under general direction, plans, organizes, directs and manages the division of a major bureau responsible for providing financial planning and reporting, budgeting, accounting and a variety of other business services in support of bureau management and staff; provides expert professional advice and assistance to bureau management on a broad range of complex financing, budgeting, and policy and procedural matters; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

Senior Business Operations Managers report to the director of a major bureau and serves as that bureau's top finance, budget and administrative manager. The incumbent plays a key role in developing and administering the bureau's operating and capital budgets; developing financing, revenue development and rate setting strategies, where applicable; and managing and integrating a range of other business and administrative functions in support of achieving the City's and bureau's mission and goals. Responsibilities and assignments are broad in scope, require a thorough understanding of City and bureau policies, practices and procedures and require the exercise of a significant degree of administrative discretion in their execution.

Senior Business Operations Manager is distinguished from Business Operations Manager in that incumbents serve as the top finance, budget and administrative manager for a major bureau, entailing the management and integration of a diverse group of complex 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 division; 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 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; recommends disciplinary action, up to and including termination, to address performance deficiencies, in accordance with City Charter, Code, human resources policies and labor contract agreements, subject to director and City management concurrence.

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. Develops and directs the implementation of goals, objectives, policies and standards applicable to the bureau's finance and business operations, including short- and long-term financial forecasting, financial reporting, grants, accounting, payroll and accounting support functions; analyzes current financial position and financing issues and challenges; conducts research and evaluates alternatives for generating new sources of revenue; establishes and administers financial, budgetary and accounting controls; provides professional assistance to bureau management, the Office of Management and Finance, Mayor's and Commissioners' offices and other bureaus on financial, budget and related matters; provides a wide range of bureau financial management services and solves complex finance and budgetary problems; analyzes and makes recommendations on complex proposals for capital and operating programs.
5. 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; 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 the development of rate systems and structures to meet bureau revenue and financing requirements.
6. Analyzes, develops and reviews reports of findings, alternatives and recommendations involving a broad range of revenue, financing and financial management issues; makes presentations on bureau financial status and operations; monitors developments related to finance and funding matters and evaluates their impact on bureau operations and financial programs.
7. Directs 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.
8. Manages or 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.

9. Represents the bureau in meetings with City officials and staff on a variety of business operations matters, including the issuance of debt; makes presentations before outside groups and agencies; coordinates and consults with other bureaus and agencies to ensure work programs and objectives are consistent.
10. 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. 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.
2. 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.
3. May manage and direct a technical or operational section providing programs and services to meet bureau mission and performance goals and objectives.
4. May support a bureau director or City executive in planning, developing and implementing a variety of special programs and projects; performs special assignments on behalf of the director or executive as required; may be designated to act for the executive in that individual's absence.

## **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. Principles and common practices and vehicles for public agency financing, including long-term capital financing.
5. Practices and procedures of enterprise and governmental accounting, including cost and project accounting and methods of financial control and reporting.
6. 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 on 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 seven years of progressively responsible finance, budgeting and administrative experience, at least three years of which were at a management level; 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, 2000-2002. This class is composed of positions from the following class(es):

932 CHIEF BUREAU ADMINISTRATIVE MANAGER. Adopted: 01-01-00; Revised: 11-14-00

972 PROGRAM MANAGER IV Adopted: 07-01-92

June 2009 - Change Job Class number from 7113 to 30000442, due to system change.