1.1 Business Operations Administrative Procedure Development and Adoption

Purpose

To outline the steps for formulating, approving, issuing and amending Business Operations Administrative Procedures.

Administrative Procedure Definition

The Business Operations Administrative Procedures are specific work rules to assist in day to day operations. The procedures may be more restrictive than applicable citywide rules, but cannot be written to provide more latitude. Business Operations Administrative Procedures are approved by the Business Operations Division Manager and are binding on all employees within Business Operations.

Since it is not possible to anticipate every situation that may arise, Business Operations staff members are expected to exercise common sense and good judgment in the delivery of the Division's services.

Creating an Administrative Procedure

Requests to create a Business Operations Administrative Procedure will be submitted to the Administrative Supervisor. Requests will be checked with the Business Operations Division Manager and, if approved, the Administrative Supervisor will coordinate drafting, review, approval, and posting.

Administrative Procedure Format

The procedure shall include the following components:

1. The purpose
2. The creation date
3. The date of the most recent update

Involvement

The Business Operations Division will make every effort to ensure that key stakeholders and subject matter experts are involved in the framing, formulation and review of new or revised procedures. Key stakeholders may include Business Operations Division management and staff, directors and

employees of customer bureaus, the Bureau of Human Resources, and the City Attorney.

Procedures will have a 15 day review period online prior to adoption or amendment. The Business Operations Division Manager may elect to increase this timeframe. The Administrative Supervisor will coordinate communication with identified stakeholders to announce the opening of the review period.

Interpretation of a Procedure

The Business Operations Division Manager maintains authority for the interpretation and application of Business Operations Administrative Procedures.

Reviewing Administrative Procedures

Business Operations Administrative Procedures will be reviewed biennially. The review will be coordinated by the Administration Supervisor, who will create a list of procedures in need of revision based on the results of the review. The revisions will be checked with the Business Operations Division Manager and, if approved, the Administrative Supervisor will coordinate drafting, review, approval, and posting of the revision.

Date Created: June 27, 2012
Date of Most Recent Update: