

City of Portland Office of Management and Finance Business Operations Division - Employee Expectations

The mission of the Business Operations Division is to provide strategic and financial services to help OMF achieve its organizational goals. We have teams that provide communications, administrative and financial services. We provide services to approximately 26 business groups within OMF and for the five City Council offices.

To complete our work, we:

Are strategic. Since there are usually several approaches to an issue, we listen carefully to the needs and goals of our customers, work collaboratively with others to identify options or best practices, review the full range of options, and make recommendations. We do not simply identify problems; we take action to solve them. We make recommendations and propose solutions that best meet their objectives while complying with City and OMF policies and procedures. We anticipate needs and identify options that meet both short and long-term goals. The OMF mission, vision, values and goals guide our decision making.

Manage projects. All employees have a variety of responsibilities, and we will be flexible in our day-to-day assignments. The expectation is that projects are done well and are done on time. Employees identify any problems that could affect their ability to complete a project well or on time and work with unit supervisors on solutions. Employees view their work as part of a larger business process, and anticipate issues that may arise before or after they complete their work.

Pursue excellence. We provide complete and accurate answers and analysis, because City leaders make decisions based on the information we provide. The expectation is that answers given by all personnel are well researched and accurate, yet also timely. We check our work to ensure that the narrative, data and figures we provide are comprehensive and accurate. We ask supervisors, leads or peers to review our work before it is published outside of our Division so it is of the highest possible quality. All reports and correspondence are professional in appearance and content. We look for ways to implement improvements in the way we do our work and the business processes we use.

Act as a team. We share information with other team members so that we follow up in the most appropriate manner, and we work with a positive demeanor. Employees maintain their composure in difficult situations and manage their own disappointment if decisions are not made in their favor. Issues regarding management decisions are resolved directly with the supervisor. We also recognize achievements and thank people for the contributions they make.

Are accountable. Since we work in a financial services office, we carefully weigh the costs of a proposed action. We communicate the rules, and the reasons behind them, while helping our customers understand how policies and procedures serve bureau and City needs. We concentrate on work activities during business hours, conduct personal business on our own time and plan for coverage of essential functions when absent. We view all City employees as our customers and we strive to provide prompt and courteous service.

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