

**CLASS SPECIFICATION**  
**Internal Business Services Director**

FLSA Status: Exempt  
Union Representation: Nonrepresented/All Bureau Directors hired after December 31, 2000 are exempt from Civil Service

**GENERAL PURPOSE**

Under general policy direction, plans, organizes, integrates and directs the organization, financial management, administration, personnel and operations of the City's Bureau of Internal Business Services which includes facilities construction and maintenance services , fleet management services, risk management, centralized City purchases, and the City's centralized printing and distribution function; performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

This single-position class is responsible for planning, managing and directing programs, personnel and operations primarily directed to the planning, financing, construction and maintenance of public facilities and buildings managed by the Office of Management and Finance (OMF), the acquisition and maintenance of the City's vehicle and equipment fleet, and the centralized printing, reprographics and distribution functions. The incumbent provides administrative oversight, policy direction to and financial control of the City's risk management program, including self-administered and self-insured programs in liability and workers' compensation. The position will also direct the City's centralized purchases program, including oversight and outreach for efforts aimed at increasing participation by under-represented businesses. Responsibilities are broad in scope, allow for a high degree of program and administrative discretion, and are evaluated in terms of overall program and cost effectiveness. The work of this class is performed within broad policy direction established by the City Council and general policy direction from the Chief Administrative Officer.

**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 Bureau of Business Services; with subordinate managers, develops, implements and monitors work plans to achieve bureau mission, goals and performance measures; directs the development of and monitors performance against the Bureau's 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 managers 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. Negotiates service levels, quality and cost for internal services with bureau directors and managers.
4. Directs the negotiations, execution and administration of contracts, leases, agreements for office space, and bureau services with other bureaus, tenants and clients.
5. Works closely with the City's elected leadership in setting and carrying out the City's vision, mission and objectives for the bureau; provides leadership and works with bureau managers 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.
6. Directs the assessment of Citywide needs for buildings, facilities and office space; directs and coordinates the planning, design, construction, alteration, rehabilitation and remodeling of City-owned facilities, buildings, structures and offices.
7. Directs and coordinates the City's centralized vehicle management function, including the acquisition, maintenance and repair of a large, diverse fleet of vehicles and motorized equipment.
8. Directs the operation of the City's centralized printing, reprographics and mail distribution function.
9. Directs and coordinates the City's centralized purchases function, including management of specialized programs aimed at greater participation by under-represented groups.
10. Directs, plans and coordinates the City's risk management program, including self-insured and self-administered claims in liability and workers' compensation; provides general oversight and direction to the City's loss control program.
11. Directs the analysis of proposed legislation and regulation; participates in industry and intergovernmental activities to influence legislative and regulatory change consistent with the City's interests and needs; represents the City with other industry and governmental agencies, professional organizations and elected officials.
12. Represents the bureau to the Commissioner-in-Charge and the City Council.

## **MINIMUM QUALIFICATIONS**

### **Knowledge of:**

1. Principles and practices of public administration, including budgeting, financial planning, purchasing, contracting, and maintenance of public records.
2. Applicable federal, state and local laws, regulations and court decisions.
3. City functions and associated management, financial and public policy issues.
4. Social, political and environmental issues influencing program/project development and implementation.

5. Research methods and analysis techniques.
6. Principles and practices of sound business communications.
7. Principles and practices of effective management and supervision.
8. City human resources policies and labor contract provisions.

**Ability to:**

1. Plan, organize and direct the operations of a large, complex business services organization, including facilities and buildings, fleet, printing, mail services, purchases, and risk management and loss control.
2. Understand, interpret, explain and apply City policy and procedures.
3. Present proposals and recommendations clearly, logically and persuasively in public meetings.
4. Represent the City effectively in negotiations.
5. Develop and implement appropriate procedures and controls.
6. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials.
7. Exercise sound, expert independent judgment within policy guidelines.
8. Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.
9. Establish and maintain effective working relationships with elected officials, all levels of City management, other elected and appointed governmental officials, consultants, contractors, developers, vendors, employees, media representatives and the public.
10. Define complex budgeting, financial and business operational issues, perform difficult and complex analyses and research, evaluate alternatives and develop sound conclusions and recommendations.

**Training and Experience:**

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

**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: 07-08-09

Revised: