



Title: Business Services Manager

FLSA STATUS: Exempt from overtime under FLSA.

SUPERVISION RECEIVED AND EXERCISED:

Receives direction from Engineering Director.

Exercises direct supervision over professional and para-professional staff.

MINIMUM QUALIFICATIONS:

- **Education:** Bachelor's degree in any field or equivalent.
- **Experience:** Minimum of five years related experience. Requires broad knowledge of complex systems and procedures.
- **Licenses/Certifications/Special Requirements:** None noted.

PREFERRED/DESIRABLE QUALIFICATION(s):

- Experience in a municipal or government setting.
- Previous supervisory experience is preferred.
- Master's degree in business, public administration, or related field is preferred.

JOB SUMMARY

The purpose of this position is to oversee department business functions, including providing leadership and management to assigned areas; administering the department's human resources, information technology, fleet, and performance management activities; preparing, monitoring, and analyzing operating and capital budgets; coordinating department communications activities and assisting with project-specific communications; and completing special projects as assigned. The position will also be responsible for implementing customer service initiatives across the department.



ESSENTIAL FUNCTIONS

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position.

#	Essential Functions
1	Manages staff by planning and prioritizing tasks, ensuring policy and procedure compliance, recommending changes and adjustments, and monitoring staff performance and development.
2	Participates in planning efforts. Serves on committees; researches information and documents; develops and implements models; recommends changes; prepares reports.
3	Manages department budgetary and financial operations. Develops and administers the department's operating budget and capital project budgets. Analyzes revenues and expenditures; authorizes payments and tracks purchase orders. Reviews user fees and leads efforts to update these fees, including approval by the City Council and implementation of new fee schedules.
4	Coordinates department communications activities. Reviews, prepares, and presents reports on department programs and activities. Ensures accuracy, relevancy, and appeal of information on the department's website. Works with the Office of Communications to produce and disseminate information about department-led capital projects, including news releases, videos, social media posts, etc.
5	Determines and monitors service levels and delivery;; responds to and resolves questions or concerns from citizens, the business community, other governments, and City Council and executive leadership; develops and implements customer service initiatives; participates as a member of the department's management team.



PHYSICAL DEMANDS AND WORK ENVIRONMENT:

<p align="center">Physical strength for this position is indicated below with “X”</p> <p align="center">The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p>						
Sedentary	X	Light	X	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.		Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.		Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

<p align="center">Work Environment for this position is indicated below with “X”</p> <p align="center">The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p>				
Office	X	Outdoors	Vehicle	Office and Field/ Plant/ Warehouse
Position is typically office or administrative work and is not substantially exposed to adverse environmental conditions.		Incumbents may be subjected to extreme temperatures, wetness/humidity, respiratory hazards and noise and vibration.	Incumbents may be subjected to moving mechanical parts, vibrations, fumes, odors, dusts, poor ventilation, chemicals, oils, extreme temperatures, inadequate lighting, work space restrictions, intense noises and travel.	The work will occur in an office and field environment. While performing the duties and responsibilities the employee maybe exposed to loud noise, noxious odors, unsanitary conditions, chemicals, electricity, moving mechanical parts, varying weather conditions, and other related conditions and situations. Position is subject to atmospheric conditions: Fumes, odors, dust, mists, gases or poor ventilation

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Computers, printers, fax / scanner / copier, and related software, projector, telephone, calculator / adding machine, vehicle.

PROTECTIVE EQUIPMENT REQUIRED:

None required.