



City of Irving Job Description

Business Services Supervisor

FLSA Status:	EXEMPT	Job Department:	Multiple Departments
Job Code:	17171	Reports To (Job Title):	Designated Manager, Assistant Director, or Director

PURPOSE

To manage, oversee and participate in the assigned department's business operations, including accounting, budgeting, customer service, and administrative support; further, to oversee special departmental projects, such as the development of education, outreach and marketing programs for customers and the community.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Manage assigned department staff members, including organizing, monitoring, evaluating work, and participating in hiring and discipline.
- Oversee preparation of annual budget, including creating monitoring reports and drafting zero-based budgeting letter.
- Monitor department budget, including comparing actual to expected expenditures and recommending budget transfers/adjustments.
- Prepare required submissions to the governmental agencies (e.g., TCEQ).
- Prepare items and documentation for oversight groups such as the City Council.
- Manage and coordinate department accounting functions, including vendor contracts, payroll, and accounts receivable and payable.
- Prepare bid documents, or oversee their preparation; coordinate bid processes with other departments.
- Coordinate with other city departments regarding business issues.
- Oversee resolution of personnel issues, including coordinating with the Human Resources Department.
- Participate in the development of policies and plans related to technology and to the City and assigned department's overall strategic plan.
- Prepare a wide variety of public relations programs including articles for all city media and outside publications for department and city initiatives.
- Perform related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- Attend and present material at a variety of public events which may include career fairs, festivals, school related events, etc.; deliver information on services offered, including departmental programs and special initiatives, facility tours, etc.

SUPERVISORY RESPONSIBILITIES

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 7 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

The position develops, administers, monitors & coordinates the departmental operating budget; reviews and approves all cash reports; and, prepares and submits invoices for private services.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to a Bachelor's degree in Business, Accounting, or a closely related field.

EXPERIENCE

- Minimum of three (3) years of increasingly responsible related experience, including one (1) year of administrative and supervisory experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- An appropriate, valid Texas driver's license, or the ability to obtain one, may be required.

KNOWLEDGE OF

- Administration and Management: Principles and processes involved in business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods.
- Customer Service Management: Principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques.
- Accounting: Principles and practices including general ledger, accounts payable, and accounts receivable.
- Applied Math: Concepts such as fractions, percentages, ratios, and proportions.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Supervision: Personnel motivation, interviewing, hiring, oversight, evaluation & discipline.
- Purchasing Policies and Regulations: Understanding local and state purchasing laws and policies governing the procurement of goods and services.
- Contract Management: Principles and methods for administering and managing contracts, understanding the terms and conditions of contracts, and payment thereof.
- Personnel & Human Resources (HR): Policies and practices involved in personnel/HR functions, including selection, supervision, training, performance evaluations, and terminations.

- Office Software: Current word processing, presentation, spreadsheet and database programs used by the City; particularly, proficiency with Microsoft Office software suite.
- Industry & Departmental Software: Proficiency in operating information systems and/or programs like Banner, Citrix, MinuteTraq, Network Fleet, and Performance Management Framework, as well as department-specific routing and weighing software.

SKILLS AND ABILITIES IN

- Management of Financial Resources: Determining how money will be spent to get work done and accounting for expenditures.
- Management of Material Resources: Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- Judgment & Decision-Making: Weighing the relative costs / benefits of a potential action.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Complex Problem Solving: Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- System Analysis: Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- System Evaluation: Identifying measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system.
- Information Organization: Finding ways to structure or classify multiple pieces of information.
- Functional Supervision: Motivating, developing and directing people as they work.
- Basic Math: Adding, subtracting, multiplying, or dividing quickly.
- Service Orientation: Actively looking for ways to help people.
- Self-Management: Working well independently and without supervision.
- Maintaining Current Knowledge: Reading, analyzing and interpreting general business periodicals, professional journals, technical procedures, or governmental regulations.
- Direction and Instructional Comprehension: Interpreting a variety of instructions furnished in written, oral, diagram, or schedule form
- Interactive Presentation: Effectively presenting information and responding to questions from groups of managers, clients, customers, and the general public.
- Persuasion: Convincing others to approach or view things differently.
- Teaching: Conveying new concepts and confirming comprehension by listener.
- Reading Comprehension: Reading and interpret documents.
- Negotiate and Conflict Resolution: Bringing others together to reconcile differences.
- Deductive Reasoning: Applying general rules to specific problems to come up with logical answers. This involves deciding if an answer makes sense or provides a logical explanation for why a series of seemingly unrelated events occur together.
- Inductive Reasoning: Combining separate pieces of information or specific answers to problems to form general rules or conclusions. This includes coming up with a logical explanation for why a series of seemingly unrelated events occur together.
- Oral Comprehension: Listening to and understand information and ideas presented through spoken words and sentences.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand.

GUIDANCE RECEIVED

Priorities and Policies

Organizational priorities and policies, along with professional standards and best practices, guide decisions and direction or advice given to others. Typically makes recommendations to superiors after considering various alternatives. Proactively addresses needed changes to policies, methods and procedures and obtains approval.

CONTACTS

This position interacts with a wide variety of city staff from support staff through department director level as well as external customers for problem solving and explanatory purposes. Contacts with vendors are also critical to effective work products and results.

EQUIPMENT AND PROPERTY

This position may operate city vehicle for travel to and from work sites; use the full range of general office equipment including computers, printers, copiers, fax machines and telephone systems.

PHYSICAL DEMANDS

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.*

The employee constantly is required to listen, see, and/or talk. Frequently, s/he is required to carry, lift up to 10 pounds, sit, stand, and/or walk. S/he occasionally is required to grasp, handle, feel, drive a vehicle, kneel, lift up to 25 pounds, pull, push, reach, and/or stoop. In rare instances, s/he is required to balance, climb, crawl, lift up to 50 pounds, and/or smell.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The noise level in the work environment usually is moderate.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.