

BUSINESS SERVICES COORDINATOR

JOB DESCRIPTION

Classification Responsibilities: A Business Services Coordinator performs professional-level administrative duties involving systems development, budget, research, analysis, and reporting on a variety of topics related to management programs in support of the Business Services department. Work involves: gathering information; performing statistical analyses; assisting in the preparation and administration of the department or division budget; coordinating department or division personnel functions; purchasing; analyzing and processing multi-department invoices; performing initial troubleshooting of technology issues and escalating to the Department of Innovation and Technology (DoIT) as necessary; developing and maintaining applications for the department using City standard personal computer software products and reporting software tools such as SharePoint, Power Automate, Office365, and BusinessObjects; working with Administrators to analyze technology requirements for the department and working with DoIT to order equipment and software; coordinating department programs such as STAR, training, performance appraisals, travel, and tuition reimbursement; and handling conference room reservations, document retention/destruction, and ordering/purchasing parts and supplies. Performs related work as required.

Distinguishing Features: Standard assignments are well defined, with the incumbent receiving close supervision initially, but progressing to general supervision as they gain experience. Most work requires the use of initiative and independent judgment. This class reports to a Management Assistant II who reviews work through written reports and overall results achieved. This class is FLSA exempt-administrative.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Graduation from an accredited college or university with a Bachelor's Degree, preferably with a major in Public or Business Administration, or a related field. Good (1 - 3 years) progressively responsible administrative experience (such as: preparing and monitoring a budget, researching and analyzing data and making recommendations). Considerable (3 - 5 years) experience using Microsoft and other office software products.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Governmental research and administrative problem-solving experience. Experience working in an Enterprise Resource Planning (ERP) system for Budgeting, Purchasing, and Human Resource Management. Expert experience in Microsoft and other office software.

ESSENTIAL FUNCTIONS

Communication: Communicates with the general public, vendors, contractors, and other City employees to perform analysis, respond to inquiries, or to complete work tasks. Composes correspondence dealing with the assigned project subject matter in ways, which sometimes requires considerable discretion, judgment, or negotiation in replying to inquiries, and/or presenting or requesting information. Represents the department's perspective on various City committees.

Manual/Physical: Operates a personal computer (PC) and uses software specific to the kind of work (example: word processing, database, and/or spreadsheet) to prepare detailed and technical reports for use by City management. Monitors and/or evaluates information to determine compliance with prescribed safety standards. Responsible for coordinating with supervisors to ensure department has required first aid safety kit supplies in offices and/or vehicles. Compares and monitors data (example: budget, workflow, work performance) to determine compliance with division/department/City policies and guidelines.

Mental: Plans, organizes, and/or directs the activities of programs. Procures purchases with internal departments and numerous outside vendors and is responsible for all accounts payable functions for the department. Prioritizes own work daily, weekly, and monthly to ensure that critical tasks are done in a timely manner. Interruptions and new tasks are frequently given, and all other tasks must be reprioritized to accommodate new tasks. Coordinates with other City departments for miscellaneous tasks. Conducts research and analyzes data to ensure accuracy of monthly activity, financial/budget data, and expenditures. Assists in the preparation and monitoring of the department budget, which includes entering budget data, balancing the budgets, and analyzing and tracking monthly budget expenditures.

Knowledge and Abilities:

Knowledge of:

the principles and practices of public administration and governmental organizations;
research and statistical methods and techniques used in public administration;
the principles of accounting, organizational development, personnel management, policy formation, and budget preparation; and
the principles and practices of office management and the equipment used.

Ability to:

provide assistance and complete tasks to help others meet their business missions;
make decisions and exercise resourcefulness in addressing new problems; and
establish and maintain effective working relationships with management, coworkers, representative from other City departments, other public officials, and the general public.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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EEO-Prof
JOB FCTN-ADM
INCREMENTS 54-200

PAY GRADE: 50
IND-9410
SWORN-No