

## **ASSISTANT BUSINESS SERVICES DEPARTMENT DIRECTOR**

### **JOB DESCRIPTION**

**Classification Responsibilities:** An Assistant Business Services Department Director is responsible for assisting and representing the Department Director in planning, organizing, and directing the activities of the Business Services Department. An Assistant Director is responsible for managing and directing two or more of Business Services' seven divisions: Purchasing; Mail, Print and Materials; Tax Audit and Collections; Revenue Collections and Business Licensing; Utility Systems and Billing Operations; Specialty Billing Services; and Workspace Planning, as designated by the Director, serving City internal and external customers. An Assistant Director represents the Department at City Council meetings related to Citywide projects and initiatives involving Business Services

An Assistant Business Services Department Director is responsible for planning, organizing, and administering multiple activities through methods such as: facilitating meetings and steering teams; acting as an advisor and reviewing or consulting on proposed work plans and project progress; implementing, evaluating, and modifying policies and procedures including the administration and ongoing development of various customer-related services; completing continuous long- and short-term strategic planning; and identifying services and resources necessary to accomplish Department goals and objectives. This class is expected to regularly meet with assigned Department Administrators to review their performance data and maintain a high level of oversight to coordinate the completion of multiple projects and service deliverables while ensuring that objectives are balanced against available resources; work is completed in alignment with City policy and best practices; and programs and initiatives remain on track. An Assistant Director will be expected to provide cross-division management and oversight when projects involve multiple areas, applying a broad perspective to keep apprised of business changes and effects on the Department as a whole.

Additional duties include assisting the Department Director with personnel management; conducting research to prepare for City Council meetings, MesaStat presentations, and general policy/procedure development; and reviewing and approving financial system transactions and contractual documents. The Assistant Director is expected to oversee and supervise any division in the absence of its Administrator. This classification also handles special projects assigned by the Business Services Department Director and will act as the Director in their absence. This class performs related duties as required.

**Distinguishing Features:** This classification has been designated as a non-classified, non-merit system, at-will position. Excellent communication skills are essential to connect with both internal and external parties. Incumbents work independently and with initiative to perform day-to-day responsibilities and meet the continuous demands associated with the completion of simultaneous projects and requests for a variety of resources. Work is performed under the general direction of the Business Services Department Director, but considerable freedom is given to exercise independent judgment and initiative. This class is FLSA exempt-executive.

### **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.** Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Business Administration, Public Administration, or a related field. A minimum of five years of progressively responsible managerial, supervisory, and administrative experience.

**Special Requirements.** None.

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualifications.** Experience in one or more of the Department's business activities is desirable. Experience with presentations, project management, customer service, team facilitation, budgeting, marketing, training, and purchasing is highly desirable.

## **ESSENTIAL FUNCTIONS**

**Communication:** Communicates with the general public, City management, other City employees, vendors, and public officials in order to create awareness of departmental services/offerings and administer assigned projects/services. Instructs and trains staff regarding effective communication methods. Conducts staff meetings and communicates with employees regarding their performance. Prepares written documents including proposals, recommendations, City Management and Council Reports, contracts, manuals, reports, and business area analyses, using proper sentence construction and clearly organized thoughts. Attends and represents the City at various meetings and conferences. Makes oral presentations to all levels of employees, City management, and elected officials. Communicates with internal and external audiences on controversial or sensitive issues on behalf of management. Consults with legal counsel as needed in reviewing contractual documents.

**Manual/Physical:** Attends meetings and seminars. Uses a personal computer (PC) to assemble and organize information. Operates a variety of standard office equipment such as a computer, telephone, calculator, and printer to acquire, process, and disseminate information.

**Mental:** Plans and manages the work of staff members and project teams by motivating, influencing, and evaluating performance. Supervises by assigning/directing work, conducting employee evaluations, overseeing staff training and development, taking appropriate disciplinary/corrective actions, and making hiring/termination recommendations. Conducts research and analyzes data to help determine types of services and projects needed, target communication more effectively, and improve customer relations. Develops policies and procedures, short- and long-term objectives, business plans, and budgets. Resolves work-related problems involving time constraints, project costs, delays, etc. Resolves procedural problems and answers questions. Analyzes operational efficiency and functions. Schedules items for City Council or City management action. Performs mathematical calculations, statistical computations, financial and cost analysis, and budget projections. Comprehends and makes inferences from written material such as policy statements, external and internal communication materials, reports, and surveys to make recommendations concerning various issues. Coordinates activities with vendors and customers to prevent, resolve, or minimize customer problems. Reviews and evaluates information such as status reports and requests for services to determine compliance with City policy and state and federal laws. Inspects the work products of others.

## **Knowledge and Abilities:**

### Knowledge of:

computers and office equipment;  
principles of change and problem management;  
the functions, programs, and services provided by a municipal organization;  
municipal management, administrative and operational functions, policies, procedures, organizational structure, interdepartmental relationships, and budgetary practices;  
contracting methods, especially as they may be applied to the public sector;  
laws, policies, and regulations governing the purchase of commodities and services for the City;  
the organizational, economic, and political issues as related to City management;  
principles and practices of modern management, public administration, municipal finance and budgeting;  
management research and evaluation techniques, methods, and procedures;  
the economic factors that impact sources of supply, markets, and price trends;  
the principles, practices, and procedures of motivation, supervision, evaluation, and training; and  
proper grammar, spelling, report writing, and punctuation.

### Ability to:

manage, direct and coordinate the activities of the divisions of the City's Business Services Department;  
make oral and written presentations to senior internal and external audiences;  
develop and maintain good interpersonal skills regarding teamwork, cooperation, motivation, and listening;  
exercise initiative and creativity in the improvement, development, and implementation of department programs and services;  
handle administrative functions, such as timekeeping and approvals;  
perform high-level budget management and administration for multiple projects and functions;  
create long-range plans;  
evaluate operational activities and recommend and implement improvements;  
supervise, train, and evaluate professional, administrative and support positions;  
develop and implement long and short-range plans and budgets;  
negotiate and prepare agreements and contracts;  
attend City Council meetings and respond to inquiries;  
make rational decisions in accordance with established policy, impartially and objectively;  
gather pertinent facts, make thorough analyses, and arrive at sound conclusions;  
quickly analyze what information is required then gather it in an expeditious manner;  
manage multiple priorities and respond to adjustments in policy direction;  
present ideas concisely and effectively, both orally and in writing;  
work with City officials, City management, department and division heads, and supervisors to develop viable consensus solutions to problems;  
represent the department and the City at various meetings;  
write clear, complete, accurate, and logical reports;  
exercise initiative and independent judgment;

operate a personal computer and utilize Microsoft Office and financial programs and related software;  
and

establish and maintain effective working relationships with political officials, City officials, City management, coworkers, other professionals, 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.

Revised 6/25

CLP/ah

CS6013.DOCX

EEO-O/A

JOB FCTN-ADM

Non-DOT Safety and Security-N

CDL-N

RESP-N

PAY GRADE: 64

IND-9410

SWORN-No

Non-DOT Random-N

DOT-N

INCREMENTS 56-200