

BUSINESS SERVICES DEPARTMENT DIRECTOR

JOB DESCRIPTION

Classification Responsibilities: The Business Services Department Director is a member of the City's Executive Team and is responsible for planning, organizing and directing the activities of the Business Services Department, comprised of six divisions: Purchasing; Mail and Print Services; Materials and Supply; Tax Audit and Collections; Revenue Collections (and Business Licensing); and Customer Information and Billing Operations. Additional duties include overseeing the development of and managing the department's policies and procedures, budget, strategic plan and projects; serving as the City's Chief Procurement Officer for non-construction procurements; approving tax settlements; conducting hearings for certain business licensing disputes; and resolving billing disputes for utility customers.

Distinguishing Features: This classification has been designated as a non-classified, non-merit system, at-will position. Work involves extensive contact with other department directors, City Council, employees, media representatives, vendors, and the general public. This employee receives administrative direction from a Deputy City Manager who reviews work through reports, conferences and overall results achieved. The Business Services Department Director in this class may be required to work early morning or evening hours to attend meetings of the City Council and Council Committees. This class is FLSA exempt-executive. This class performs related duties and functions as delegated, assigned, or required.

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 in Public or Business Administration, or a related field. A minimum of seven years of progressively responsible managerial, supervisory, and administrative experience.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Graduation from an accredited college or university with a Master's Degree in Public Administration or closely related field is desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates with the general public, other City employees, department directors, City Councilmembers; prepares letters for own signature or on behalf of the Mayor or City Manager to respond to customer complaints and inquiries; discusses department programs and progress; presents reports; negotiates changes in budget requests; conducts research and provides information and recommendations. Prepares written reports and correspondence to present the City's position on a wide variety of departmental topics and issues. Prepares City Council reports, and correspondence to express department objectives, findings, recommendations, and goals.

Manual/Physical: Attends meetings as necessary to represent the department. Operates a variety of standard office equipment to assist in the preparation of reports, transmittal of information and reports, and analysis of numerical data.

Mental: Supervises and evaluates the work of staff performing a broad range of services. Prioritizes and assigns work to personnel, and prioritizes own work. Resolves procedural, operational, and other work-related organizational problems by identifying, coordinating, and implementing appropriate methods of communication; research and analysis; evaluation and conducting meetings. Coordinates work activities, program functions and other tasks with other City departments and divisions. Develops department and division policies and procedures, short and long-term objectives, and budget plans. Assists in the development and implementation of various departmental activities. Develops recommendations for programs and policies, organizational structures, productivity, equipment, and staffing requirements. Authorizes purchasing and personnel and contract actions (example: service agreements, change orders, etc.). Schedules contracts 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.

Knowledge and Abilities:

Knowledge of:

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;
modern supply management principles and practices, including safety practices/procedures and inventory control methods/practices;
the laws, policies, and regulations governing the purchase of commodities and services for the City;
the accounting, data processing and recordkeeping practices as applied to public purchasing and supply management;
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;
supervisory techniques and methods;
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 City's Business Services Department;
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 regarding contracts, bids and proposals;
make rational decisions in accordance with established policy;
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; 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 1/21

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JOB FCTN-ADM

PAY PLAN E01-E18

PAY GRADE: E10

IND-9410

SWORN-No