

BUSINESS SERVICES MANAGER

DEFINITION

To plan, organize, direct and coordinate the activities of the business services division within the Finance Department including utility billing, business licenses, accounts receivable, and cashiering functions; to coordinate utility billing, business licenses, accounts receivable, and cashiering activities with other divisions and departments; and to provide highly complex staff assistance to the Finance Director.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Finance Director.

Exercises direct supervision over assigned technical and administrative support staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Develop and implement divisional goals, objectives, policies and procedures.

Plan, organize and direct activities including utility billing, business licenses, accounts receivable and cashiering functions.

Direct, oversee and participate in the development of the business services division work plan; assign work activities, projects, and programs; monitor workflow; review and evaluate work products, methods and procedures.

Prepare the business services division budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials and supplies; administer the approved budget.

Recommend the appointment of personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures as required; maintain discipline and high standards necessary for the efficient and professional operation of the department.

Provide oversight, guidance and personally perform technical work in support of the City's utility billing system; process charges and data; oversee collections, record keeping and file archiving and customer service; monitor and ensure compliance with regulations and City codes.

Provide oversight, guidance and personally perform technical work in support of the City's business license services including application and renewal processes, issuance, file archiving, and customer service; monitor internal and on-line processes; monitor and ensure compliance with regulations; improve on-line services as needed.

Compute annual budget estimates and mid-year update figures; confer with City departmental representatives regarding the budget process and documentation requirements; coordinate the preparation, publishing and distribution of various budget documents.

Ensure maintenance of a variety of accounting and financial and statistical records; post data

ledgers; develop, complete, prepare, and review a wide variety of periodic or special accounting or financial reports.

Make original and correcting entries to the general ledger and subsidiary ledgers; prepare or oversee daily cash statements for investment purposes; maintain and monitor varied subsidiary ledgers, auditing and reconciling reports and information; post data as required; may generate general ledger entries.

Represent the division and department to outside agencies and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.

Research and prepare technical and administrative reports; prepare written correspondence.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of accounting.

Principles and practices of leadership, motivation, team building and conflict resolution.

Pertinent local, state and federal rules, regulations and laws.

Modern office procedures and computer equipment.

Principles and practices of organizational analysis and management.

Budgeting procedures and techniques.

Principles and practices of supervision, training and personnel management.

Ability to:

Organize and direct the business services division operations.

On a continuous basis, analyze budget and technical reports; interpret and evaluate staff reports; know laws, regulations and codes; observe performance and evaluate staff; problem solve department related issues; remember various rules and procedures; and explain and interpret policy.

On a continuous basis, sit at desk and in meetings for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Interpret and apply City and department policies, procedures, rules and regulations.

Supervise, train and evaluate personnel.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Five years of increasingly responsible experience in accounting or financial support, including two years of supervisory responsibility.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in business, accounting, economics, or a related field.

License and Certificate

Failure to obtain or maintain such required license(s) may be cause for disciplinary action.

Possession of a valid California Class C Driver License may be required at the time of appointment. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.