
DEPARTMENT:
Business Services

SUPERVISED BY:
General Manager

FLSA STATUS:
Exempt

JOB SUMMARY:

The Business Services Leader (Leader) is accountable to the General Manager for managing the internal operations of the District, providing strategic vision and leadership over a range of assigned program areas, developing staff, and developing and implementing strategies, programs, and projects for advancing business goals and enterprises. The Leader advises and makes recommendations to the General Manager on policy, compliance, strategy, and resource allocation. Provides direction to all staff, ensuring that District policies are understood and carried out in District operations. Serves as an ambassador and key representative of the District.

DISTINGUISHING FEATURES:

The Business Services Leader is designed to be a senior management position carrying out strategic goals and objectives for business operations over multiple program areas. The position is designed for growth and development, allowing for continued fulfillment at three different levels, as defined below. The position requires leadership, professional judgment, political acumen, advanced and specialized knowledge across multiple program areas and management expertise. The Leader presents to the Board and represents the District with a variety of elected bodies and stakeholder groups.

Position Levels:

- Business Services Manager – Manage a minimum of four (4) assigned program areas
- Business Services Director – Direct and manage a minimum of six (6) program areas
- Assistant Manager-Business Services – Direct and manage a minimum of eight (8) program areas

Program Areas:

The scope of Business Services includes, but is not limited to, the following program areas: Human Resources, Administration, Communications and Public Outreach, Information Technology, Facilities Management, Risk Management, Purchasing and Procurement, Finance, Budget and Accounting, and Customer Service & Utility Billing.

MINIMUM QUALIFICATIONS FOR ENTRY:

The qualifications for entry at the Manager level of the Business Services Leader position are presented below. See "Promotion and Advancement" below for the qualifications for advanced placement.

Knowledge of (minimum of 4 Program Areas):

- Legal, regulatory, and financial aspects of operating a wastewater utility.
- Principles and practices of complex program and project management.
- Principles and practices of business and strategic planning.

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- Principles and practices of contract administration.
- Performance metrics and benchmarking.
- Teambuilding and coaching techniques and practices.
- Pertinent Federal, State, and local laws, codes, and regulations.

Skill in:

- Applying leadership, strategic and business management skills to the course of work.
- Finding innovative ways to meet organizational goals and solve problems.
- Critical and analytical thinking and decision-making.
- Conducting business case analysis.
- Learning technical subject matter.
- Researching and analyzing large amounts of data, identifying trends, gaining knowledge and information, and recommending a logical course of action.
- Applying knowledge from a broad range of disciplines and subjects.
- Effectively communicating complex subject matter clearly and persuasively, in oral and written form, to a variety of audiences with different backgrounds.
- Varying communication styles to meet the needs of the audience, including the public, elected officials, other agency staff, managers, co-workers, and subordinates.
- Developing and implementing efficient and effective strategies and programs.
- Building and maintaining strong working relationships and forming strategic partnerships to achieve mutually beneficial goals.
- Preparing and presenting clear and concise written reports and presentations.
- Proficient use of computers, mobile devices, computer software and applications, including Microsoft Office Suite.

Ability to:

- Understand and interpret pertinent policies, procedures, laws, and regulations.
- Coordinate, plan, and effectively facilitate meetings.
- Coordinate and direct the work of professional and technical staff and consultants.
- Administer complex budget and service operations.
- Establish and maintain effective working relationships with those contacted in the course of work, including a variety of District and other government officials, community groups, and the general public.
- Effectively identify and hire top talent, mentor, coach, and develop managers and staff.
- Understand and follow directions, effectively adjust to changing priorities, problem solve and multi-task, and be decisive in taking actions and making decisions.
- Ability to maintain a professional and respectful working environment.
- Effectively use standard business English.
- Work independently and effectively as part of a team to deliver the work.
- Safely operate a motor vehicle.
- Maintain sustained attention to detail and work under the pressure of deadlines.

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CERTIFICATION AND LICENSURE:

- Possess and maintain a valid state-issued driver's license with a good driving record.

EDUCATION & EXPERIENCE:

Any combination of education, certification and licensure, training, and experience that provides the requisite knowledge, skill, and abilities to successfully perform the duties and fulfill the responsibilities of the position. A typical way to achieve that would be:

- Bachelor's degree in business, economics, public administration, or related field.
- A minimum of five (5) years of progressively responsible management experience, preferably in a public or private sector utility or government environment.
- Demonstrated experience in business planning, strategic planning, project management, program development, and contract negotiation.

PROMOTION AND ADVANCEMENT:

Eligibility for promotion and advancement is based on satisfying the additional requirements listed below. While not all-inclusive, the requirements are characteristic of the type and level required at each successive level of the position. Meeting the minimum requirements does not guarantee advancement. Placement into the position is based on the business needs of the District and is at the discretion of the General Manager, considering demonstrated competency, performance history and the availability of funds.

Business Services Director:

- Meet all of the qualifications of the Business Services Manager.
- Master's degree in business, economics, public administration, or related field, preferred.
- Ongoing professional development and training.
- Five (5) years of additional experience at the Manager level.
- Demonstrated competency in a minimum of six (6) program areas.
- LEAN and/or Six Sigma certification, preferred.
- Demonstrated success implementing strategic initiatives and improvements in two or more program areas that provided increased efficiency and/or effectiveness, cost savings, revenue generation or enhanced service delivery.

Assistant Manager - Business Services:

- Meet all the qualifications of the Business Services Director.
- Ongoing professional development and training.
- Five (5) years of additional experience at the Director level.
- Demonstrated competency in a minimum of eight (8) program areas.

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- Continued success implementing strategic program improvements in two or more program areas that provided increased efficiency and/or effectiveness, cost savings, revenue generation or enhanced service delivery.

WORKING CONDITIONS:

Typical office environment. Requires strength and mobility for this setting, including prolonged sitting, standing and use of computer. Corrected vision sufficient for use of computers.

TYPICAL DUTIES & RESPONSIBILITIES:

The duties listed below, while not all-inclusive, are characteristic of the type and level of work associated with this position. Individual positions may perform all or some combination of the duties listed below, as well as other related duties including duties specific to a particular program area. The District reserves the right to add, modify or remove duties as appropriate to meet business needs.

- Investigate, evaluate, and advise the General Manager and Board concerning business opportunities that help the District achieve its goals.
- Develop plans, methods, and best management practices to carry out the policies of the General Manager and the Board of Commissioners.
- Effectively lead and manage the activities of the organization through subordinate managers and staff.
- Consult and coordinate efforts with the General Manager to manage and evaluate agency performance and effectiveness in achieving business objectives.
- Execute decisions and directives regarding District policy as necessary under the direction of the General Manager.
- Work with multidisciplinary teams to pursue business opportunities.
- Develop programs and manage projects with innovative and/or entrepreneurial characteristics, including those that increase operational efficiencies, improve service delivery, save costs, or generate revenue.
- Protect the financial and operational stability of the District.
- Lead and perform business case analyses and prepare business plans for innovative District business opportunities, programs, and projects.
- Investigate and develop alternative business models for District projects and programs.
- Identify and develop relationships with other organizations that will assist the District in advancing its business goals.
- Negotiate and administer complex contracts with vendors and partner organizations, including multi-party arrangements with for-profit entities, government agencies, nonprofits and educational institutions for studies, services, and purchases.
- Attend and participate in professional organizations, networking and maintaining awareness of new regulations and opportunities; write and present professional papers.

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- Balance and distribute workload for effective operations through delegation and/or staffing level allocations.
- Lead and train District teams to improve efficiency, eliminate waste, and improve outcomes.
- Develop and oversee policies, programs, activities, and initiatives that promote positive community relations and education of District programs and services.
- Represent the District on committees and in stakeholder groups aimed at identifying and sharing knowledge concerning best and/or innovative practices.
- Oversee, organize, assign, and review staff's work; develop performance standards; prepare performance evaluations; provide coaching; and prepare development plans.

Other Duties:

Follow District regulations, codes, policies, practices, and management directives. Inspect work areas and keep them safe, clean, and professional. Follow occupational health and safety policies and procedures. Demonstrate regular and reliable attendance. Perform other duties as assigned.

RELATIONSHIP WITH OTHERS:

The individual in this position has daily in-person, telephone, electronic and written contact with management, staff, consultants, the general public, elected officials, state and local agencies, and other stakeholders to share and receive information.

SUPERVISION:

Exercised: Supervises managers and professional, technical, and administrative staff, as assigned, including planning, scheduling, assigning, and reviewing work through formal and informal means; monitoring, evaluating and coaching performance; and enforcing District policies and procedures. Determine training needs and recommend and implement training programs. Conducts regular performance evaluations and makes decisions regarding hiring, performance, pay adjustments and, when necessary, corrective action. Monitors work and paid leave schedules and authorizes overtime, when necessary, to ensure appropriate staffing levels and efficient, effective delivery of services.

Received: The Business Services Leader works independently under the general direction of the General Manager. Work is reviewed periodically at meetings and conferences for compliance with applicable laws, regulations, rules, policies, and procedures. The General Manager will give Specific assignments and direction, with much of the work being self-initiated based on achieving strategic goals and objectives and supporting the District's mission, vision, and values. A formal performance evaluation is conducted at least annually through the performance appraisal process.

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SPECIAL REQUIREMENTS:

- Required to work the normal working hours as defined for the position, including occasional work after hours, on evenings and weekends.
- Pass all required health and safety training and apply the procedures and concepts to the work environment.
- Final offer of employment is contingent upon successful completion of a reference check. A background check will also be required for assignment over finance and utility billing.