



CITY OF GRANTS PASS, OREGON CLASS SPECIFICATION

BUSINESS OPERATIONS SUPERVISOR

FLSA Status : Exempt
Bargaining Unit : Non-Bargaining
Salary Grade : UC5

CLASS SUMMARY:

The Business Operations Supervisor is an Administrative Coordination Stand Alone class. Incumbents are working supervisors overseeing the business operations of a program or department including customer service, tracking and issuing permits and fees, report preparation, and departmental and interdepartmental process/procedure coordination.

Incumbents perform the full range of supervisory duties including directing work, training and coaching, discipline, and performance evaluation of subordinates.

CORE COMPETENCIES:

- ***Integrity/Accountability:*** Conducts oneself in a manner that is ethical, trustworthy and professional; demonstrates transparency with honest, responsive communication; behaves in a manner that supports the needs of Council, the citizens and co-workers; and conducts oneself in manner that supports the vision and goals of the organization taking pride in being engaged in the community.
 - ***Vision:*** Actively seeks to discover and create ways of doing things better using resources and skills in an imaginative and innovative manner; encourages others to find solutions and contributes, regardless of responsibilities, to achieve a common goal; and listens and is receptive to different ideas and opinions while solving problems.
 - ***Leadership/United:*** Focuses on outstanding results of the betterment of the individual, the organization and the community; consistently seeks opportunities for coordination and collaboration, working together as a team; displays an ability to adjust as needed to accomplish the common goal and offers praise when a job is done well.
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ESSENTIAL CLASS DUTIES: These duties are a representative sample; position assignments may vary.

- Supervises departmental business office activities and provides daily departmental business support including issuance of permits, receipt of fees, daily receipts and cash accounting, security procedures, deposits, refunds, audits and fee tracking, division budgets, and purchasing.
- Supervises departmental staff as assigned including coordinating and directing work flow, making work assignments, training, making disciplinary and hiring recommendations, and conducting performance evaluations.
- Supervises the development and maintenance of City databases including electronic records and related protocols/software requirements.

*Employees of the City of Grants Pass uphold the values of
Integrity, Vision, Accountability, Leadership, United and Excellence in our service to our community.*

- Conducts research and analyses and prepares reports and presentations and policies and procedures for internal and external sources and coordinates cross-division and cross-department problem resolution.
 - Performs other duties of a similar nature or level.
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Training and Experience (positions in this class require):

A Bachelor's Degree in a related field, and three years of related experience including two years of supervisory experience are required; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (positions in this class require):

- None
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Knowledge (positions in this class require):

Knowledge of:

- Conflict resolution;
 - Business principles and practices;
 - Database management/information technology;
 - Public finance and budgeting;
 - Effective and efficient public relations;
 - Contract management and negotiation;
 - Educational methods and instructional techniques;
 - Personnel policies and procedures and labor contract provisions;
 - Personal computers and related software programs;
 - Applicable City policies and ordinances; and,
 - Applicable Federal, State, and local laws, rules and regulations.
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Skills (positions in this class require):

Skill in:

- Public speaking and presentation;
 - Providing positive, effective leadership and supervision to staff;
 - Appropriate and effective independent decision making;
 - Supervision of staff;
 - Processing fees and receipts;
 - Managing a variety of business functions and projects;
 - Budget analysis and support;
 - Report preparation;
 - Maintaining confidentiality;
 - Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.
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Physical Requirements:

Positions in this class typically require: grasping, fingering, feeling, talking, hearing, seeing, repetitive motions, climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, and lifting.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Positions in this class require regular attendance and punctual employee presence. Incumbents may be required to work hours in excess of a 40-hour workweek, attend evening meetings and travel.

Note:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department. When job duties and responsibilities change and develop, this job description will be reviewed and is subject to change based on business needs of the City.

Classification History:

Adopted by Council July 2, 2008, Resolution No. 5379
Revised June 22, 2018