



October 2018
FLSA: EXEMPT
CLASS CODE: 90207

BUSINESS SERVICES MANAGER

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, and reviews the work of staff performing difficult and complex professional, technical, and administrative support related to the activities of the Court's Business Services and Purchasing operations, including contracting, stores operations, facilities, and security; manages the effective use of department resources to improve organizational productivity and customer service; provides highly complex and responsible support to the Chief Financial Officer and Court Executive Officer in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Chief Financial Officer. Exercises direct and general supervision over professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a management classification that manages all activities of the Business Services division. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making. The incumbent organizes and oversees day-to-day activities in a variety of areas. Successful performance of the work requires a professional background as well as skill in coordinating departmental work. This class is distinguished from the Chief Financial Officer in that the latter has overall responsibility for all functions of the Finance Department and for developing, implementing, and interpreting Court policy.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, manages, and oversees the daily functions, operations, and activities of the Business Services division, including purchasing, contracting, facilities management, security, mail room, courier, and the central store operations.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the division; recommends within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Participates in the development, administration and oversight of division budgets.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures.
- Participates in the selection of, trains, motivates and evaluates assigned personnel; works with employees on performance issues; recommends disciplinary actions.
- Manages, directs, organizes, and participates in all activities related to the Court's purchasing function, including the purchasing of materials, equipment, and services, and inventory functions; manages the disposal of surplus, salvage, and/or obsolete items.

- Reviews and approves requisitions for completeness, accuracy, and compliance with purchasing policies and procedures; prepares and obtains quotations; prepares and issues purchase orders.
- Confers with department representatives to determine purchasing needs, specifications, and areas of standardization; develops policy and procedures manuals and provides for inter-departmental training on purchasing procedures.
- Supervises and participates in the development of bid specifications and requests for proposals; solicits and analyzes bids; completes bid distribution and opening; resolves issues concerning bids and awards, secures adjustments if appropriate.
- Manages Court facilities; oversees the coordination of repairs of court facilities; oversees the installation, repair, and relocation of furniture and equipment; oversees the logistical support for courts and administrative operations at all locations.
- Manages the Court's Fixed Asset Management System; ensures Court assets are identified, recorded, effectively utilized, guarded against loss or misuse.
- Develops, reviews and approves contracts and purchase orders; ensures Court contract activities, including drafting and negotiation, are in conformance with the state and federal laws, regulations, ordinances, policies and procedures including those within the Judicial Branch Contracting Manual, and the Trial Court Financial Policies and Procedures.
- Manages the Court's weapons screening operations and programs for all Court locations; reconciles security situations with the public and law enforcement agencies; ensures compliance with state and local codes and regulations; coordinates security issues and performance with the Sheriff's Department.
- Manages and maintains the Court's authorized vendor list and vendor files; ensures quality of materials and supplies meet court specifications.
- Maintains records and procedures for inventory control; organizes and maintains purchase order files, reports, correspondence and resource materials.
- Administers and supervises storekeeping activities to include shipping, receiving, manufacturer's warranty repair, inventory stock levels, and housekeeping; performs courier run and storekeeper duties as needed; plans, directs, and coordinates physical inventory.
- Conducts a variety of analytical and operational studies including risk analysis; evaluates products, services, vendors, and price trends; recommends modifications to assigned programs, policies, and procedures; prepares periodic reports related to division activities.
- Manages the Court's leased vehicle fleet; ensures the effective and authorized use of vehicles, timely reporting of mileage, and adequate service and maintenance of vehicles.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of purchasing; researches emerging products and enhancements and their applicability to Court needs.
- Monitors changes in regulations and technology that may affect assigned functions and operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.
- Principles and practices of public agency finance, including central purchasing, inventory, and central store functions.
- Principles and practices of public agency budget development and administration and sound financial management policies and procedures.

- Principles and practices of the procurement process, including contract analysis, negotiations, and compliance.
- Principles and practices of accounting and financial record keeping.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to the Business Services division.
- Facilities management practices as applied to the security and safety of Court facilities.
- Organization and management practices as applied to the development, analysis, and evaluation of programs and operational needs of the Court's Business Services division.
- Recent and on-going developments, current literature, and sources of information related to the operations of the Court's Business Services division.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the Court in contacts with external agencies, community groups, and vendors.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Court staff.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Plan, direct, manage, and oversee a comprehensive public agency purchasing program.
- Manage and monitor complex projects, on-time and within budget.
- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize, and present administrative and financial information and data in an effective manner.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the department and the Court in meetings with professional groups, and regulatory organizations, and in meetings with individuals.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Equivalent to graduation from an accredited four-year college or university with major coursework in accounting, finance, business or public administration, or a related field and four (4) years of management and/or administrative purchasing experience, including one (1) year of supervisory experience.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- Possession of, or ability to obtain, a Certified Purchasing Manager certificate from the National Association of Purchasing Managers is desirable.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Court and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.