

CITY OF GLADSTONE POSITION DESCRIPTION

Class Title: Business Services Coordinator	Range Number: 42-NR
Department: Various	FLSA Status: Non-Exempt
Division: Various	Confidential
	Non-Represented
	Date: January 2024

GENERAL STATEMENT

Positions in this confidential classification exercise independent judgement and initiative while applying considerable knowledge of organizational programs and procedures. Serves as lead and provides limited supervision for departmental specialty areas.

The actual working titles of positions in this classification may vary dependent upon approval of the direct supervisor of the department to which assigned with the caveat that employees in this singular classification will not use the titles of supervisor, administrator or manager. This is a stand-alone classification and not a senior level of a series.

Positions in this classification develop, coordinate and implement special projects, strategies, plans, initiatives and programs which have a broad impact and are designed to meet specific needs of the organization. Main focus areas of positions in this classification will be promoting awareness and understanding of City services, policies, projects, programs and issues by acting as a liaison for the department to the organization, outside agencies, civic organizations, developers/contractors, consultants, the business community and the general public.

Positions in this classification provide moderately difficult to complex analytical services across organizational boundaries. Areas of focus may include budgetary/financial, grant application and administration, emergency, safety and risk management, operational efficiency, productivity and performance measurement.

The Business Services Coordinator in Administration participates in operational processes including procedure development and implementation; performs research and policy development at the direction of the City Administrator. Performs difficult, complex and/or specialized administrative work, which requires the exercise of independent judgment and the application of technical skills.

Areas of responsibility include providing direct support to the City Administrator, planning year-round City-sponsored events, coordination of the summer recreation program, providing backup to the City Recorder by preparing meeting packets and attending meetings, as well as providing backup when needed for staff in Utility Billing. This Coordinator will perform City-wide network enhancements and upgrades at the direction of the IT Manager; provide support to Human Resources and if requested, to the Mayor and City Council.

The Business Services Coordinator in Police will manage the Police Accreditation Program, serve as the departments Law Enforcement Data Service (LEDS) representative including management of the annual testing and certification process; act as a lead for the Records Specialist and provide back-up when necessary.

This Coordinator will provide direct support to the Police Command Staff and serve as human resources liaison in the law enforcement recruitment process and, in the coordination and maintenance of the City's Safety Program.

The Business Services Coordinator in Public Works will manage the City's: Right-of-Way (ROW) licensing program including the permitting process and franchise administration; the County's building permit review process for private and commercial development; the development process for large scale City projects, public improvements; and, the departments' projects & contracts request for proposal (RFP) process.

This Coordinator will also provide direct support to the Public Works Director and serves as human resources liaison in the coordination and maintenance of the City's Safety Program.

Tasks listed are intended to be descriptive and not restrictive. An employee in this classification may perform any of the tasks listed; however, these examples do not include all the tasks which an employee may be expected to perform

SUPERVISION RECEIVED

Receives general guidance and direction from the City Administrator, Police Chief or Public Works Director.

SUPERVISION EXERCISED

May provide limited supervision to volunteers, students, interns and seasonal employees and serve as a lead to lower classifications in the department to which assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Directs the development and maintenance of systems, confidential records and legal documents that provide for the proper evaluation, control and documentation of the division/department operations in assigned areas. Independently assesses and prioritizes daily workload.

Administers and monitors program/project budgets and assists director or City Administrator in the preparation and expenditure management of the departmental budget. Prepares grant applications and administers the use of grant funds; prepares reports. Gathers, synthesizes and filters information and reports findings to a department director or City Administrator.

Processes and handles critical information of a highly confidential nature; is responsible for safeguarding confidential information. Assists with confidential and sensitive transactions, typical examples would be contract negotiations, recruitment testing documentation, employee safety and health program documentation, financial transactions, privileged communications with the City Attorney, internal investigations, grievances, performance evaluations, salary adjustments, etc.

Designs and prepares graphics and other visual content of the City's website, social media platforms, newsletter, and monthly reports. Creates communication materials and supports relationships with various groups. Plans and implements special events, meetings, community forums, workshops, etc. which includes scheduling appropriate meeting facilities, preparing agendas and disseminating public notices.

Represents the City or the department at various meetings, serves as staff liaison to community groups.

Serves as department's initial contact to the public through a variety of methods. Receives and answers questions; responds to inquiries from employees, citizens, clients/customers, other agencies, agents, attorneys, etc. and refers, when necessary, to appropriate persons.

Maintains department's regulatory compliance records, accurately prepares reports and submits documentation in a timely manner and at required intervals.

Performs a variety of complex administrative duties in keeping official records and assisting in the administration of the standard operating policies and procedures of a department/division. Composes, types, and edits a variety of correspondence such as news releases, records, reports, ordinances, resolutions, memoranda, licenses and permits as well as other such materials requiring judgment as to content, accuracy, and completeness. Inputs data to standard office and department forms; compiles and tabulates data. Typical examples of data tracking would be departmental time sheets and training records. Attends Council and Commission meetings, board and/or advisory committee meetings as required.

Maintains inventories; processes purchasing requests; orders office supplies and materials; processes invoices for payment and maintains records; coordinates facility maintenance and keeps work rooms neat and ready for use.

Projects a positive image of the City and the department by addressing all matters with professionalism in tone and manner and with unfailing tact and diplomacy. Promotes positive public relations.

Drives to other agencies as well as county, state, and federal facilities in scope of duties.

Operates standard office equipment as required.

PERIPHERAL DUTIES AND RESPONSIBILITIES

Independently manages special projects as assigned by the City Administrator or a department director.

Serves on various internal committees and subcommittees.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position and is required by the City Administrator or a Department Director reflecting the changing needs of the functional area.

QUALIFICATIONS

Education and Experience:

Education equivalent to an Associate's degree and five (5) years of management support with similar responsibility, an intermediate to advanced skill level with Microsoft Office applications and having demonstrated successful coordination and completion of multiple projects while meeting continuous deadlines. Bi-lingual ability is a bonus. Discipline-specific training and experience will be given preference.

Any equivalent combination of education and experience which provides the applicant with the knowledge, skills, and abilities required to perform the job may be considered.

Special Requirements:

Discipline-specific certifications required will be as set forth on recruitment notices. Typical examples would be business administration, marketing, law enforcement, emergency management, or public works.

While positions in this classification are not considered essential personnel they may be required to be available for work either on-site or remotely to provide operational assistance.

Must be able to pass the City's security clearance standards for unescorted access to certain City facilities. The Business Services Coordinator assigned to the Police Department must successfully pass a thorough criminal history background check and an advanced security clearance standard (CJIS).

Must possess a valid driver's license with a clean driving record or have the ability to obtain one prior to job placement.

Notary Public Commission or, the ability and willingness to become so within six (6) months of date of hire or promotion to the position.

Knowledge, Skills & Abilities:

- Comprehensive knowledge of governmental organization, policies, practices and procedures. Discipline-specific knowledge/experience will be as set forth on recruitment notices.
- Advanced knowledge of personal computer operation within a network-infrastructure environment, including email, computer scheduler, word processing, database, spreadsheet, presentation and publishing programs, current social media and on-line meeting applications; a network-connected copier/fax/scanner; multiline phone; postage machine; calculator, transcription/recording equipment; various communication devices.
- Working knowledge of modern office practices, methods, and record keeping systems.
- Working knowledge of applicable Federal, State and local laws, codes and regulations.
- Working knowledge of accounting and bookkeeping processes; good math skills.

- Skill in the operation of listed tools and equipment.
- Strong organizational skills.
- Demonstrated ability to communicate effectively, clearly and strategically in writing and strong verbal and interpersonal communication skills. Ability to work independently with little supervision, prioritize workload, meet tight time lines, self-initiate, set goals, organize, plan and coordinate projects.
- Ability to make independent decisions and exercise judgment consistent with appropriate policies, procedures and techniques.
- Ability to multi-task be flexible and highly adaptable to change while remaining professional at all times.
- Ability to process and safeguard confidential information and material.
- Ability to read, understand, interpret and apply provisions of procedures, laws, ordinances and technical documents.
- Ability to communicate effectively verbally and in writing with a diverse range of contacts.
- Ability to proofread material rapidly and accurately, checking for several details simultaneously.
- Ability to establish and maintain positive and cooperative working relationships with other employees, outside entities, vendors, public and private officials, and the general public.
- Ability to remain calm, deal with constant interruptions and handle stressful situations; politically astute.
- Ability to safely operate a City vehicle.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodation will be made to meet the needs of a qualified individual with limitations who can perform the essential functions of the job.

While performing the duties of this classification, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. Drive a city vehicle.

The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Positions in this classification require dependability and strong adherence to established working schedule, and may, require occasional attendance at meetings or activities outside of normal working hours, which could include limited out of city or state travel.

WORK ENVIRONMENT

While performing the duties of this classification, employees routinely works in an office setting with a noise level rating of quiet to moderate. Occasional exposure to outside weather conditions when interacting with members of the public outside of the standard business setting.

TOOLS AND EQUIPMENT USED

Personal computer in a network environment, including email, computer scheduler, word processing, database, spreadsheet, presentation and publishing programs, current social media and on-line meeting applications; a network-connected copier/fax/scanner; multiline phone; postage machine; calculator, recording equipment; various communication devices and a City vehicle.

This position description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the classification change.

Classification History: Created 01/2024

Revised: