



JOB DESCRIPTION

JOB TITLE:	Business Services Supervisor	DEPARTMENT:	Finance
REPORTS TO:	Finance Manager	FLSA STATUS:	Non-Exempt
PREPARED DATE:	July 2009	APPROVED DATE:	August 20, 2009
REVISION DATE:	January 2012		

SUMMARY

Under the direction of the Finance Manager, supervises the Authority's business services, identifies and defines opportunities and strategies to use information technology to simplify, integrate and improve Authority departmental business and administrative processes; analyzes departmental business needs and problems in relation to office automation applications, services, and products; manages complex projects;

Plan, organize, and supervise the Authority's accounts receivable, accounts payable, and scale data; process, load, and analyze transactions for accounting purposes; advise customers on the waste disposal matters; provide information about Authority services and fees; and perform other job related duties as required.

ESSENTIAL DUTIES AND RESPONSIBILITIES

(Other duties may be assigned).

This position is an advanced journey/specialist level. The Business Services Supervisor requires supervision experience; depth of knowledge of information technology concepts, practices, and methods; and may deal with complex assignments.

- Analyzes current and future departmental business needs and problems in relation to information technology solutions. Analyze project plans and proposals
- Evaluates and/or participates in the evaluation of technology products and solutions
- Ensures that the necessary plans and resources exist to smoothly transition current business processes into automated or updated solutions. Coordinates the development of project schedules and budgets
- Recommends appropriate information systems solutions
- Develops new methods, procedures and approaches to maximize departmental information systems efficiency and customer service
- Consults with vendors for technical support
- Performs and/or coordinates analysis of departmental information systems to ensure applicability with current operating standards, Authority policies, and legal requirements
- Departmental assignments may include the assumption of a proprietorship role for departmental systems to include planning for the effective and efficient acquisition, administration, operation, use, maintenance, technical support, and ultimate disposition of departmental information systems in conformance with adopted Authority information technology principles, policies, strategies and technical architecture directions; answering user questions and providing one-on-one instruction; writing procedures for user manuals and technical manuals; and ensure systems and programs meet the highest standards of internal control and fraud prevention.

SUPERVISION RESPONSIBILITIES

This position is expected to supervise accounts receivable, and accounts payable processing, as well as Accounting Technicians and Administrative Assistants. Review all submittals from vendors, contractors or consultants to determine adherence to contract provisions. Compile data for contract compliance and maintain databases.

QUALIFICATIONS

Education and Experience – The knowledge, skills and abilities listed below may be acquired through various types of experience, education or training, typically: Completion of all coursework leading to a Bachelor's degree in Business Administration, Public Administration, Computer Science, Office Automation or closely related field

OR a combination of experience equivalent to the following:

- Three years of experience analyzing business processes and information systems for a structured organization with complex business applications
- Four years of varied and responsible accounts receivable, accounts payable and supervisory experience in functions, operations and services, including some experience in providing lead direction to assigned staff.

Desirable work experience within the solid waste industry.

Requires a thorough knowledge of:

BUSINESS SERVICES

- The uses and limitations of micro, mini and mainframe computer applications
- The principles and methods of automated records systems management
- The principles and techniques of automated information entry, storage and retrieval
- The principles of systems and procedures analysis
- Principles and practices of public and/or business administration
- Principles and techniques of project analysis
- Authority adopted information technology principles, policies, strategies, and technical architecture statements of direction
- Communicate with departmental personnel not familiar with data processing and translate their needs into automated office system requirements. Effectively present technical information
- Develop a solid understanding of departmental business processes and technology requirements
- Analyze basic business problems and develop office automation methodologies
- Read and interpret a variety of technical manuals and instructions designed for automated applications
- Prioritize and meet project timelines

Physical Demands - Mobility to work in a typical office setting, use standard office equipment, and to arrange for transportation to attend off-site meetings and visit various work sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Work Environment - The work environment is an office setting; however the office is located at a solid waste transfer station, which may expose an individual to fumes, airborne particles, loud noise levels and unpleasant odors. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

COMPETENCIES

To perform this job successfully, an individual must be able to demonstrate each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Communication (Oral/Written)

Expresses views in a fluent, clear, logical manner, with enthusiasm and confidence. Communicates openly and honestly and promotes an open exchange of ideas. Is an effective listener – listens openly without interrupting. Keeps people well informed in respect of key organizational and departmental issues, in a timely manner. Delivers information effectively in a variety of written formats including reports, letters, memos, emails, etc.

Cost Consciousness/Resource Management

Does not waste resources. Looks for methods to improve processes that have a positive impact on the bottom line. Demonstrates productive and effective use of resources (e.g. human resources, money, material, tools, time, and information). Ensures effective cost control of resources.

Functional Expertise

Has the functional competence (skills & knowledge) to be effective in his/her job. Keeps specialist competence up to date with ongoing learning/studying. Actively seeks assignments and other on-the-job opportunities to improve self. Shares competence willingly with others.

Participative/Performance Management

Encourages team members to contribute ideas, opinions and suggestions. Involves team members in problem-solving and decision-making. Is accessible and responsive when approached. Has written Performance Plans/Agreements collaboratively agreed with each team member. Sets realistic yet stretching goals, objectives and targets. Establishes appropriate procedures to measure and monitor work performance of team members. Regularly discusses progress and issues (using team meetings and one-on-one discussions with each employee). Provides formal and informal feedback on performance on an ongoing basis. Demands excellence and recognizes and rewards excellent performance. Does the necessary coaching, counseling and disciplining where performance or work behavior is not up to standard. Gives criticism balanced, constructively and tactfully. Conducts formal performance appraisals fairly and in a way that motivates and re-commits team members.

Supervisory Skills/Team Building and Motivation

Distributes tasks fairly among team members based on their individual competencies and workload. Organizes work processes in an effective, efficient, and streamlined manner. Provides employees with the necessary training and resources to get the job done. Communicates clear performance expectations and standards to team members and discusses progress and issues (using regular team meetings and one-on-one discussions with all employees). Maintains strong control of team performance and achieves agreed-upon quality end products and deliverables. Works well with allocated resources, support staff and management. Inspires and motivates team members to perform optimally. Gives team members ongoing and balanced performance feedback. Coaches team members effectively to improve their job skills. Is patient and shows an appropriate level of caring. Solves people problems with tact and diplomacy and resolves internal conflict effectively. Inspires, motivates, and guides team members towards higher task accomplishment. Fosters and sustains cooperative and collaborative working relationships within the team. Fosters team spirit, commitment, passion and enthusiasm. Creates an environment that encourages employees to take initiative and calculated risks. Is quick to reward, praise and compliment where deserved. Criticizes defaulters constructively so that they are re-motivated and re-committed. Jointly celebrates team successes and achievements.

I acknowledge that I have received, read and sought clarification of any questions I have about the content of this job description. I further understand that, in order for the Authority to retain necessary flexibility to meet organizational needs, this job description may be modified from time to time.

Employee

Date