

## Business Manager

**DESCRIPTION OF WORK:** Positions in this banded class have full responsibility for managing a diverse and/or dynamic business operation. They oversee multiple business components in areas of budget management, financial planning, accounting, purchasing, inventory, payroll, personnel administration and facilities management. Positions in this class provide leadership and administrative direction in the development of processes, procedures, and systems that contribute to successful business operations. Work involves regular monitoring of the quality and quantity of the business functions and service delivery efforts. Positions supervise professional-level employees performing duties in any of the above business functions. This managerial role involves the establishment of short-term and long-term goals and objectives, the formulation of business policies and practices, and the overall direction of business operations and service delivery. Positions in this class are responsible for researching, analyzing, and addressing problems with significant impact. Their role also includes maintaining successful working relationships with colleagues, customers, administrators and administrators affected by the business operations.

The assigned competency level (C, J, A) of the Business Manager is affected and determined by factors such as: the diversity and complexity of business functions/components managed, the operational dynamics, the scope and impact of decision-making, the quantity and level of professional staff supervised, and the placement of position in the agency's/university's organizational structure.

### **EXAMPLES OF COMPETENCIES: CONTRIBUTING:**

**Knowledge-Professional:** Considerable knowledge of professional fiscal theory, techniques, practices and procedures and may require knowledge of generally accepted accounting principles and skill in applying this knowledge. Considerable knowledge of local, state and federal regulations and statutes governing the area of work. Knowledge of applicable information technology and internal controls to meet work needs. Ability to apply general information technologies to meet work needs. Basic knowledge of supervisory practices and skill in supervising others including communication skills, how to delegate and assign duties, how to deal effectively with difficult employees, how to evaluate performance and to participate in disciplinary actions. Basic knowledge of state government's human resources interview policies and procedures.

**Program Supervision and Administration:** Ability to assess employee competencies and conduct/participate in performance management reviews. Ability to coach and mentor staff. Ability to plan and assign work tasks. Ability to motivate employees and develop team commitment toward meeting the operational goals and objectives. Ability to identify and address quality of work and performance improvement issues for the unit. Ability to review work and written reports to ensure compliance with standards and requirements. Ability to guide staff in providing appropriate documentation to support conclusions. Ability to conduct and prepare work and written reports.

### **JOURNEY**

**Knowledge-Professional:** Full knowledge of professional fiscal theory, techniques, practices and procedures and may require knowledge of generally accepted accounting principles and skill in applying this knowledge. Full knowledge of local, state and federal regulations and statutes governing the area of work. Knowledge of applicable information technology to perform work independently. Ability to ensure integrity of information systems, internal controls and

**Critical Thinking:** Ability to make determinations based on facts. Ability to identify problems, report potential problems and assess options. Ability to interpret delivery of service and compliance with local, state and federal regulations and standards. Ability to identify risk impact on program policy and procedure issues.

**Change Management:** Basic knowledge of change management strategies and principles. Ability to communicate and implement new policies and procedures.

**Communication:** Ability to communicate with individual work units or entire organization on fiscal program elements. Ability to update existing communications. Ability to disseminate information on changes in policies, procedures and protocols. Ability to prepare, organize, and review written reports according to documentation standards and requirements. Ability to guide staff in providing appropriate documentation to support conclusions.

Basic knowledge of working relationships with fiscal co-workers and others in order to achieve work goals.

**Critical Thinking:** Ability to analyze moderately complex situations. Ability to recommend solutions and options and alert leadership to impact on program. Ability to recommend response to a moderately complex situation based on interpretation of local state and federal regulations and standards. Ability to recommend modifications to program policy and procedures to minimize risk.

data, including recommending modifications as required. Ability to apply updated information technology to facilitate program goals and program procedures. Considerable knowledge of supervisory practices and skill in supervising others including communication skills, how to delegate and assign work, how to deal effectively with difficult employees, how to evaluate performance and may assist or conduct investigations and participate in disciplinary actions. Working knowledge of state government's human resources policies and procedures. Basic knowledge of strategic planning methodologies and practices.

**Program Supervision and Administration:** Ability to coach and facilitate the enhancement of employee competencies as appropriate to the needs of the work unit. Ability to manage resources effectively to provide for employee training and growth and to meet the operational goals and objectives. Ability to address quality monitoring and performance improvement issues for the program or area of responsibility. Ability to review and approve work findings /written reports often of moderate complexity. Ensure that fiscal rules and regulations are interpreted correctly.

### **ADVANCED**

**Knowledge-Professional:** Extensive knowledge of professional fiscal theory, techniques, practices and procedures and may require knowledge of generally accepted accounting principles and skill in applying this knowledge. Extensive knowledge of local, state and federal regulations and statutes governing the area of work. Thorough knowledge of the reliability of systems and internal controls. Ability to identify problems and changing requirements. May require the ability to research and recommend changes to software. Extensive knowledge of supervisory practices and skill in supervising others, including communication skills, how to delegate and assign work, how to deal effectively with difficult employees, how to evaluate performance and to conduct investigations and participate in disciplinary actions. Ability to mentor new supervisors. Full knowledge of state government's human resources policies and procedures. Considerable knowledge of strategic planning methodologies and practices.

**Program Supervision and Administration:** Ability to mentor, coach and manage the total competencies of staff in multiple organizational units or region. Ability to seek sources and opportunities for employee training and growth. Ability to direct the management of program and staff resources. Ability to involve employees in strategic planning and implementation and in the development of policies and procedures. Ability to identify and address quality monitoring and performance improvement issues for fiscal services for the program or area of responsibility for multiple units or region. Ability to review and approve documents and report more complex or unique issues and effectively articulate written conclusions. Ability to ensure that fiscal rules and regulations are interpreted

**Change Management:** Ability to lead a transition from old to new programs at the unit level. Ability to participate in the development and implementation of goals and objectives.

**Communication:** Ability to communicate moderately complex fiscal/programmatic information outside of the organization. Ability to interpret fiscal rules and regulations internal to the organization. Ability to review and approve written reports often of moderate complexity. Ability to ensure that fiscal rules and regulations are interpreted correctly. Ability to develop contacts and relationships with interested parties in achieving division/organizational goals.

**Critical Thinking:** Ability to manage complex work situations. Ability to anticipate and remain alert to potentially problematic situations. Ability to resolve unusual problems. Ability to implement response to a situation based on interpretation of local state and federal regulations and standards. Ability to ensure implementation of program policy and procedure changes.

**Change Management:** Ability to lead the development and implementation of vision and mission statements. Ability to lead and direct the development and implementation of goals and objectives.

**Communication:** Ability to communicate major and/or complex situations and actions internal and external to the organization. Ability to interpret rules and regulations internal and external to the organization. Ability to serve as a technical resource in developing response to the media. Ability to document and report more complex or unique issues and effectively articulate written conclusions. Ability to ensure that fiscal rules and regulations are interpreted correctly, internal and external to the organization. Ability to develop and maintain professional working relationships in complex and/or difficult situations in order to achieve organizational goals.

correctly internal and external to the organization.

**MINIMUM TRAINING AND EXPERIENCE:** Bachelor's degree in business administration, public administration, or related business area and three years of professional accounting experience, of which at least one is supervisory; or equivalent combination of training and experience. All degrees must be received from appropriately accredited institutions.

**Special Note:** This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.