

**Town of Natick
Job Description**

Position Title:	Business Manager	Grade Level:	3
Department	Public Works	FLSA Status	Exempt
Reports to:	Director of Public Works		

Statement of Duties:

This position provides responsible and supervisory duties in conjunction with business-related functions of the department; provides support to division supervisors on budget, information systems, materials management, cost controls and office management matters. Under the direction of the Director of Public Works, manages the department's administrative tasks including, fiscal, procurement, and operational databases. Assists, represents and advises the department director and may supervise all or some staff in each of these areas. Ensures that the Department functions smoothly and effectively in these and other areas and, in particular, to enable the department director to focus on higher-level service delivery matters.

Supervision Required: The employee works under general supervision of the Director of Public Works.

Supervisory Responsibility: Exercises supervision over administrative division personnel and/or other professional staff, as assigned.

Accountability: Errors and omissions in work could result in missed deadlines, poor employee morale, and adverse public relations.

Judgment: Work requires examining, analyzing and evaluation facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices, and precedents, which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions.

Complexity: Work consists of a variety of duties that generally follow standardized practices, procedures, regulations, or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

Confidentiality: Individual judgment and the application of professional knowledge and experience are required in selecting the appropriate practices, procedures, regulations, or guidelines to apply in each case.

Work Environment: Employee works in a professional environment in a small office setting but must be able to adapt to working in various other locations if needed to fill in for other employees if it cannot be completed at own work space.

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Nature and Purpose of Contacts: Position interact with co-workers, public and external contacts. Professionalism is required due to the nature of the position and the contacts.

Occupational Risks: Duties generally do not present occupational risk. However, if an employee fails to properly follow safety precautions and procedures, it could result in a minor injury.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type 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.

- Plans, schedules and assigns work to clerical employees; monitors clerical work in process and flow of documents to completion; instructs clerical employees on new procedures; provides training to clerical employees; makes recommendations to Director on such matters as employee performance, selection and discipline.
- Assists Director in the preparation of the budget; provides assistance to Deputy Director, Division Supervisors in preparation of budgetary requests; forecasts and tracks revenue, reviews expenditures, identifies potential budget overruns and initiates remedial action (both operating budget and capital budgets). Assists Director with the development of water/sewer rate recommendations.
- Documents expenditures, revenues, and department performance against the approved operating and capital budgets and general cost-effectiveness standards; ensures that fiscal policies, procedures and records are consistent with Town requirements and accounting standards.
- Coordinates with Deputy Director, Division Supervisors, and department administrative support staff administrating payroll, permits, warrants, requisitions, purchase orders, accounts payable, database management of files and records, paperwork processing, purchasing and supplies, contracts, communications to public, customer service activities, and grant reimbursements (Chapter 90, MassDOT Complete Streets, FEMA, MassDEP State Revolving Fund Program, APRA, etc).
- Assists members of the general public with problems, responding to complaints and inquiries. Provides phone and counter customer support as directed.
- Develop standard and ad hoc reports. Conduct research, assemble and analyze data to prepare reports, presentations, and documents.

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- Under the Direction of the Director of Public Works and in coordination with the Deputy Director of Public Works and division supervisor's researches, evaluates and recommends enterprise application solutions. Designs and documents proposed solution for system applications. Jointly with Deputy Director, configures, implements, and administers enterprise application solutions (permitting/licensing, time and attendance system, asset management systems, work order system, fleet management system, etc.). Provides functional system training to department employees. Assists end users in utilizing core applications and systems used to carry out department business.
- Assist with the preparation department communications in coordination with the Director of Public Works and the Town's Communication Director (seasonal mailings, social media posts, press releases, etc.). Arrange, coordinate and run meetings; record, transcribe and distribute meeting minutes.
- Manage and/or execute special projects as assigned by the Director of Public Works.

Recommended Minimum Qualifications:

Education and Experience: or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

- Bachelor's Degree in accounting, finance, or other related field.
- Five (5) years business operations, budget development/tracking, data analysis, database support experience and systems implementation. Or any equivalent combination of education, experience, and training that provides the required knowledge, skills, and abilities.

Knowledge, Abilities and Skill

Knowledge:

Abilities:

- Ability to effectively coordinate with professional, technical and support staff; develop and maintain effective working relationships at all levels within and outside of the department; prepare effective correspondence and reports; and communicate effectively verbally and in sensitive interpersonal situations.
- Ability to plan, organize, and prioritize tasks to meet project deliverables in a timely manner.
- Ability to work on their own with minimum supervision.

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- Ability to multitask on a daily basis.
- Ability to set priorities and adapt quickly to changes in priority.

Skill:

- Strong communication and documentation skills.
- Excellent customer service and interpersonal skills.
- Strong analytical skills. Completes information analysis for procedures and reports.
- PC skills, including word processing, spreadsheets, database, and presentation applications.
- Enterprise application solutions implementation and maintenance skills.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Skills:

- The employee will be required to operate a personnel computer and assist with phone and counter customers.
- The employee may be required to push, pull, lift, and/or carry up to 20 pounds.
- The noise level in the work environment is usually moderately quiet.

Motor Skills:

- Duties may involve close hand-eye coordination and physical dexterity.

Visual Skills:

- Ability to read, see, and differentiate between colors.

This job 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 job change.

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