



Office of Human Resources  
Business Operations Administrator - DA2980  
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### General Statement of Duties

Performs full performance professional work planning and overseeing operational and/or administrative programs or functions, acting as a liaison to facilitate communication between sections/divisions, business/community groups, and/or the public, and serving as a technical advisor.

### Distinguishing Characteristics

This class performs full performance professional work managing operational and/or administrative programs or functions, acting as a liaison, and serving as a technical advisor to support the core goals and objectives of a department/agency.

This class is distinguished from a Staff Assistant that performs administrative and technical level work assisting professional staff in the execution and application of a specific administrative function(s) to the operations of an organization.

The Business Operations Administrator is also distinguished from the Administrator I class that performs a variety of specific administrative activities/projects of limited scope in a specialized, functional area which requires a thorough foundation in the principles and practices of the functional area in order to maintain and improve the efficiency and effectiveness of the function and provide supportive, interpretive, and advisory information to higher level administrators, managers, and/or other stakeholders.

The Business Operations Administrator is distinguished from the Program Administrator in that a Program Administrator performs full performance professional level work implementing, administering, and developing program activities and functions and provides technical expertise to program staff, other agencies, the community, and program participants. A Program Administrator administers a program that is defined as a specialized area with specific components that include its own policies, procedures, goals, objectives, budget, and tasks that distinguish it from the main body of a department/agency. A program may complement the core goals and objectives of an agency/department but it is separate from the functional areas that support the core goals and objectives.

Additionally, the Business Operations Administrator is distinguished from a Program Coordinator that performs administrative and technical support work organizing the administrative aspects for a program that is separate from the functional areas that support the core goals and objectives of an agency/department.

### Essential Duties

Manages operational and/or administrative program/functional activities, services, and regulatory requirements and serves as a liaison and central point of contact between various sections/divisions, customers, business/community organizations, and/or other stakeholders.

Serves as a technical advisor, provides consultative and technical guidance to city employees/managers and/or other stakeholders, and assists in resolving difficult and sensitive inquiries and complaints.

Recommends and implements new or revised operational/administrative policies, procedures, requirements, guidelines, and/or new directives and communicates the changes to employees and management.

Conducts surveys, compiles and analyzes trends/data, establishes systems for gathering and maintaining information pertinent to the program/functional area, and recommends revisions and/or changes.

Manages, implements, and monitors department/division specific training activities for the program/functional area including conducting needs assessments, evaluating training needs and effectiveness, and participating in instruction.

Communicates with a wide range of city staff and management, outside agencies, consultants, contractors, vendors, community/business groups, and the general public to share information and resolve problems or issues.

Prepares a variety of analytical and operational reports, correspondence, and other documentation and provides operational information and statistical data for management/departmental use.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

### Competencies

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Information Management – Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

Oral Communication - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Problem Solving – Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Reading - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict

Writing – Writes in a clear, concise, organized, and convincing manner for the intended audience.

### Knowledge & Skills

None

### Level of Supervision Exercised

By position, performs lead work.

By position, performs supervisory duties.

### Education Requirement

Bachelor's Degree.

**Experience Requirement**

Three (3) years of experience administering business operations or operational programs and/or assisting professional/management staff with administrative or operational functions.

**Education & Experience Equivalency**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

None

**Working Environment**

Pressure due to multiple calls and inquiries.  
Subject to many interruptions.  
Subject to varying and unpredictable situations.

**Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Hearing: Perceiving and comprehending the nature and direction of sounds.  
Lifting: Moving objects weighing no more than 10 pounds from one level to another.  
Sitting: Remaining in a stationary position.  
Talking: Communicating ideas or exchanging information.

**Background Check Requirement**

Criminal Check  
Employment Verification  
Education Check

**Assessment Requirement**

None

**Probation Period**

None

**Class Detail**

**Pay Grade: X-000**

**FLSA Code: Y**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date: 1/24/2021**

**Revised By: JFH**

**Class History: 1/24/2021 – FLSA Project: Title change from Operations Coordinator to Business Operations Administrator in compliance with exempt-level duties and responsibilities definitions and removing the word “coordinator,” which implies coordination and is work associated with clerical administrative tasks.**