



City of Klamath Falls

Position Description

Position: Business and Support Services Director	Group: Director
Department: Business and Support Services	FLSA: Exempt
Evaluated by: City Manager	Salary Grade: 132

Summary

Leads, plans, directs, integrates, and coordinates the operations of the Business and Support Services Department including Human Resources, Finance, Information Systems, Utility Billing, Municipal Court and City Recorder divisions. Promotes the overall efficiency and effectiveness of City-related resources and programs such as policy and procedures, classification and compensation, recruitment and selection, benefits, staff training and development, employee relations, employee assistance, HRIS and records, equal employment opportunity, utility billing and management, biennial budgeting process, Information Systems development and operation, and City-wide training/education programs.

Distinguishing Career Features

The Business and Support Services Director is considered a Department Director for the City. Employee has an established knowledge of municipal governance, budgeting, IT programs and management, and City utilities or an eagerness to become familiar and educated on City programs and serve as a member of the City’s senior management team providing the City Manager counsel and advice on strategic policy and problem solving issues..

Essential Duties and Responsibilities

- Develops and administers a comprehensive system for Support Services and Human Resources development including administrative programs for job classification, compensation, and advancement; training and development; recruitment, selection, and succession planning; employee relations; and recognition programs.
- Serves as a member of the city’s senior management team, participating in activities that result in the development of policies, programs, procedures, as well as strategic directions.
- Oversees the development and maintenance of a system for personnel records for all employees in order to provide comprehensive, efficient, accurate and current records of all matters pertinent to employment, transfer, tenure, retirement, leave, and promotions.
- Oversees City programs under the Utility Billing, Information Systems, and Municipal Courts divisions and the advancement of improvement programs.

- Keeps abreast of governmental statutes, regulations and rules relating to personnel administration and advises appropriate parties of the provisions of the law. Maintains contact with legislative bodies on matters pertaining to personnel management.
- Plans, organizes, directs, coordinates, and participates in the recruitment of personnel for the City. Pre-screens candidates for senior-level professional, supervisory, and management positions and oversees the screening and selection processes for all positions. Establishes standards and oversees the selection of qualified job candidates
- Maintains close contact with all departments for planning and anticipating personnel needs.
- Interprets the most complex and sensitive personnel policies and regulations for staff and makes recommendations to the Board of Commissioners concerning the formulating of personnel policies and regulations.
- Counsels with management and employees to resolve complaints, difficulties and other matters related to personnel management and works with department and division heads on difficult or sensitive personnel matters.
- Coordinates and monitors the performance appraisal program. Trains reviewers in proper techniques for conducting performance reviews and communicating with employees.
- Conducts periodic wage and benefit surveys within local and regional labor markets to determine competitive standing and propose salary structure and budget adjustments.
- Leads the salary administration and benefit programs. Educates City employees on City benefit programs and oversees and participates in internal studies for ongoing program maintenance.
- Oversees and participates in analysis and evaluation of jobs for salary determination purposes. Recommends salary grade placements to the City Manager and City Council on all new job and reclassification requests.
- Manages preparation and maintenance of statistical information on all personnel and assures submittal the necessary Federal, and State statistical reports.
- Reviews and consults with department heads on recommendations for disciplining or terminating employees, assembling substantiating information, and scheduling necessary conferences and hearings.
- Oversees and prepares agenda items and recommendations for City Council action.
- Serves as the equal employment opportunity officer for the City.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

- **Knowledge and Skills**

Requires advanced professional knowledge and professional specialization in the principles, practices, and techniques of municipal management, including employee

relations, human resources management, training and development, succession planning, recruitment and selection, compensation and benefit programs, and laws governing personnel. Requires a basic understanding of human resources information systems (HRIS), City Network and Information Systems, the City's Utility Billing program and infrastructure, and operations within the City's Municipal Court. Requires sufficient math skills to compute sums, averages, ratios, products, quotients, and variances. Requires advanced human relations skill sufficient to conduct education with small groups, influence the behavior (motivate) of groups and individuals, make presentations and to develop relations with special populations. Requires special skill at facilitating small group processes, for resolving problems with quantitative and qualitative dimensions, and optimizing actions with diverse groups (e.g., a board, and management team). Requires well-developed written language skills to prepare complex reports.

- **Abilities**

Requires the ability to carry out all of the requirements of the job. Requires the ability to accomplish business plan objectives as they relate to human resources. Requires the ability to integrate the work activities of staff other administrative systems and processes of the city. Must be able to analyze problems, prepare reports, and develop recommendations on personnel actions that are fair and in the best interest of the City. Must be able to gather and analyze data and develop conclusions and recommendations. Requires the ability to supervise, train, evaluate and motivate staff in a manner that promotes high morale and efficiency. Requires the ability to plan, organize, and prioritize complex and technical work processes in a high-volume environment in order to meet schedules and timelines. Requires the ability to communicate technical information and to interact with a wide variety of groups and individuals inside and outside the organization.

- **Physical Abilities**

Requires sufficient visual acuity to recognize letters and numbers, auditory ability to hear and respond to in-person and phone conversations, and physical ability to give presentations to large audiences. Requires hand-eye-arm coordination to use a personal computer keyboard. Requires ambulatory ability to move to various work locations.

- **Education and Experience**

Typically requires a master's degree from an accredited college or university with major course work in human resources management, business administration, public administration or a closely related field and four to five (4-5) years of progressively responsible management experience. Or a bachelor's degree with over eight years of professional experience.

- **Licenses and Certificates**

A valid Oregon driver's license.

- **Pre-employment**

Job offers for this position are contingent on the individual passing a pre-employment drug screen.

- **Working Conditions**

Work is performed indoors where there are minimal safety considerations.

The City of Klamath Falls is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (ADA), the City of Klamath Falls will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.