



respect - Communication - Integrity - Teamwork - family

City of Klamath Falls, Oregon
Job Description

Support Services Director

DEPARTMENT/DIVISION: Support Services

GRADE: DIR

GROUP: Non-Represented

FLSA STATUS: Exempt

EFFECTIVE DATE: June 1, 2013

SUMMARY

This position is responsible for the Finance, Human Resources, Information Systems, Utility Billing and Municipal Court for the City. Responsibilities include setting goals within direction given by City Council and the City Manager, providing leadership for the staff, ensuring compliance with appropriate laws and regulations, and directing daily operations for each of the departments.

EXAMPLE OF DUTIES (Duties may include but are not limited to the following)

Finance:

- Appraises the City's financial position relative to general economic, business, and financial conditions to understand the potential short term and long term impact on City policies and operations and issues periodic reports to the City Manager and management staff to support an/or influence operating decisions.
- Responsible for the City's financial planning, accounting practices, budgeting, and its relationship with lending institutions, bondholders, and the financial community.
- Oversees and directs all treasury, budgeting, audit, tax, accounting, purchasing, real estate, utility billing, municipal court, payroll, information systems, and insurance activities for the City.
- Supports the strategic financial needs of the City by presenting financial data to bond rating companies to establish a Bond Rating, working with the financial institutions and bond attorneys to develop applicable schedules and time lines for new bond offerings.
- Responsible for City compliance with Red Flag Consumer Protection Polices.
- Provides direction for the City's grant management activities.
- Oversees and provides leadership to the Finance Officer and staff in preparation of the City Budget, CAFR, and Cash Management.

Information Systems:

- Drives development of the long-term goals and short term priorities for information systems within City government.
- Responsible for the efficient and effective use of software and hardware to support business needs.
- Oversees and provides leadership to the Information Systems Manager and staff in support of the long and short term goals and priorities for the City's information systems.

Utility Billing:

- Provide leadership and management oversight for the all processes within Utility Billing including those by which the City increases rates for water, wastewater, and geothermal; monthly billings; records of account; daily operations; and cash handling.

Municipal Court:

- Provide leadership and management oversight for the all processes within Municipal Court.
- Responsible to maintain a solid working relationship with the Judge.
- Support daily operations through active involvement with the Municipal Court Supervisor.

Human Resources:

- Responsible for HR Leadership, Strategic Planning, and Operational Support for all people systems including the design, development, and administration of benefit programs; compensation structures; compliance and reporting; organizational structure and development; performance management; leadership training and development; employee relations; labor relations; employee recruitment and retention; occupational safety and health; and HRIS.
- Providing leadership and consulting support to City Manager and Department Heads on matters of goal setting, policy development, and strategic implementation in support of achieving common objectives.
- Participate as a leader on the Risk Management Team: responsible to ensure all accident information is coordinated with the Insurance carrier for both liability and on the job accidents. Work with City Attorney to coordinate and process all liability claims against the City. Work with team to establish adequate coverage's minimize out of pocket cost, and communicate within the City as appropriate.
- Provides professional and technical assistance to City employees on personnel matters such as job design, personal and professional development, supervisory relations, pay and benefits, and policies.
- Administers the City's Health Insurance Programs, Workers' Compensation, Unemployment Insurance, and Vehicle Collision Insurance.

- Studies legislation, arbitration decisions, and collective bargaining contracts to assess industry trends. Heads City's labor negotiations in negotiating collective bargaining agreements.
- Prepares personnel forecast to project employment needs. Conducts periodic research of competitive wages, benefits, and personnel practices to determine changes in City programs.
- Coordinates training programs for City Staff.

General Management:

- Responsible for setting goals and implementing processes for success in each of the Support Services Departments.
- Mentoring and training of staff to ensure organizational and individual growth.

SUPERVISORY RESPONSIBILITIES

Carries out supervisory responsibilities in accordance with the City's policies and applicable laws. Responsibilities include involvement in interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Education and/or experience:

Bachelor's degree from four-year college or university, major course study in Finance, Accounting, Human Resource Management, Business Administration, Management or other pertinent field; five to ten years related experience and/or training; or equivalent combination of education and experience

Desired:

A Master's degree from an accredited college or university in Business, Accounting or Public Finance Human Resources or related field.

Working knowledge of Government Accounting Standards and Oregon Budget Law ORS 294.

License/certifications

Valid Oregon Driver's License.

PRE-EMPLOYMENT

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

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill and/or ability required.

Knowledge of:

Broad knowledge of accounting, finance, cash management, human resources management, labor relations, public relations, supervisory principles, and general management theories and practices.

Skill in:

Negotiating financial aspects relating to various elements of City business; planning, coordinating and managing complex programs involving many diverse elements, interests, and agencies; understanding and working within a political environment; analyzing proposed legislation and programs at both the technical and programmatic level in terms of their short and long-range impact on the City's fiscal condition; establishing and maintaining effective working relationships with subordinates, City Council, public and private officials, other governmental agencies, community groups and the general public.

Ability to:

Read, analyze, and interpret business periodicals, legislation, professional journals, technical procedures, and governmental regulations; write reports and business correspondence; effectively present information and respond to questions from City Council, groups of managers, clients, customers, and the general public; work with mathematical concepts such as probability and statistical inference; define problems, collect data, establish facts, and draw valid conclusions; interpret an extensive variety of mathematical inferences; manage varied and complex duties.

PHYSICAL DEMANDS

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 qualified individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to use hands to finger, handle, or feel objects, tools, or controls. The employee is occasionally required to stand; walk; sit; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl.

The employee must regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

The work is performed in a temperature-controlled, well-lit office.

The noise level in the work environment is usually quiet.

The City of Klamath Falls is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, 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.

