ASHEVILLE, NORTH CAROLINA

Classification Specification

Business Services Specialist II
Job Code: 9957
FLSA: Non-Exempt

Purpose of Classification:

The purpose of this classification is to provide specialized administrative, accounting, human resources, and program support to an assigned department or division.

Distinguishing Characteristics:

This is the second level in the Business Services Specialist series and is distinguished from lower levels in this job family by increasing degrees of scope, independence, responsibility, and decision-making.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Provides specialized administrative support for department/division programs and activities: ensures accurate documentation and maintenance of required policies, manuals, testing, inventory logs, program data, etc.; coordinates training activities for area of assignment, including scheduling training and maintaining employee training and certification documentation; assists with audit and compliance processes; assists with prioritizing and assigning work activities; and participates in contract renewal process, such as preparing bid solicitations, contracts, change orders, etc.

Provides human resources support: assists employees with questions regarding policies and procedures, benefits, training, etc.; prepares new employee paperwork; processes documentation pertaining to personnel/payroll functions; reviews timesheets for accuracy and researches discrepancies; enters payroll data into computer for

payment; prepares personnel change forms; maintains attendance records, confidential personnel/payroll files, employee rosters, certifications, background checks, and related records.

Processes documentation pertaining to budget or general financial management: enters budget data into computer; assists with budget preparation; provides budgetary input and assists in forecasting revenues/expenditures; enters daily revenue into computer and generates revenue reports; monitors expenditures to ensure compliance with approved budget; processes budget transfers as needed; reconciles payable records with Finance Department records; maintains current balances for accounts; and maintains departmental petty cash funds.

Processes purchasing documentation: reviews purchase requisitions and verifies availability of budgeted funds; prepares purchase orders and forwards data to appropriate departments; reviews invoices, purchase orders, or other documents for accuracy; researches discrepancies; assigns proper accounting/budgetary codes; obtains proper signatures; and forwards for payment.

Serves as liaison between the assigned department and other departments/divisions, staff members, utilities, the public, outside agencies, or other individuals or organizations for the distribution and receipt of routine information: conveys information among division/department personnel; coordinates and/or attends various meetings, including scheduling, setting up, preparing agendas, takes and distributes meeting minutes.; and circulates documentation to appropriate departments.

Processes a variety of documentation associated with department operations within designated timeframes and per established procedures; receives, reviews, records, types, and/or distributes documentation; manages database, such as updating and linking information, logs, tracks, or maintains records regarding department activities; compiles data for further processing or for use in preparation of department reports; files, maintains, and stores hardcopy records; and retains or destroys documentation in accordance with record retention rules, regulations, laws, and ordinances.

Performs data entry functions by keying data into computer system; enters, retrieves, reviews, or modifies data in computer database; scans documents into computer; verifies accuracy of entered data and makes corrections; indexes documents; and develops databases and computerized reports.

Communicates with supervisor, other City employees, contractors, vendors, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Associate degree in Business, Accounting, Administrative Services, or a related field required; supplemented by one year of experience in area of assignment; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: None.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to work with and apply principles of persuasion and/or influence over others to coordinate programs or activities of a project, and resolve typical problems associated with the responsibilities of the job.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

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