ASHEVILLE, NORTH CAROLINA

Classification Specification

Manager, Business Engagement
FLSA: Non-Exempt

Purpose of Classification:

The purpose of this classification is to supervise assigned staff and provide administrative support to the Finance department and to manage internal and external communications for assigned departments.

Distinguishing Characteristics:

This is a single level classification.

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.

Supervises, directs, and evaluates assigned staff: plans, directs and reviews work of individuals and the team; processes employee concerns and problems and counsels as appropriate; recommends discipline, disciplinary actions, or discharge; completes employee performance appraisals and salary increases; participates in interviews and makes hiring recommendations; acts as a liaison between employees and management; and trains staff in operations, policies, and procedures.

Organizes, prioritizes, and assigns work: prioritizes and schedules work activities in order to meet objectives; develops and oversees employee work schedules to ensure adequate coverage and control; ensures that subordinates have the proper resources needed to complete the assigned work; monitors status of work in progress and inspects completed work; consults with assigned staff to assist with complex/problem situations and provide technical expertise; and provides progress and activity reports to Chief Financial Officer, City Manager, City Council, or others, as requested.

Manages administrative operations for the Finance Department: serves as staff administrative liaison for City Council Finance Committee, including preparing and distributing meeting agenda, taking and publishing meeting minutes, compiling and researching information, and communicating with committee members; oversees purchasing and contracting for division, including reviewing invoices for payments, preparing and managing contracts, and assisting other divisions; recommends and oversees division budget, including recommending outlays for staffing, equipment and supplies, monitoring expenditures to ensure compliance with approved budget, and assisting other divisions as requested.

Develops and recommends process improvements for department functions: reviews, assesses, evaluates, and formulates work methods, practices, and process improvements; and recommends changes to department leadership.

Participates in the development and implementation of strategic plans, goals, and objectives for department: researches, assesses, and recommends strategies to meet current and future issues and concerns regarding City financial services and needs; and implements approved work plans, changes, modifications and/or enhancements.

Develops and implements a comprehensive communications plan to support the mission and objectives of assigned departments: develops communications strategies; reviews internal and external communications to ensure consistent messaging; creates and implements public relations campaigns to support special projects, service changes, and new initiatives; and advises and assists in developing and managing messaging to the community during emergencies and natural disasters.

Serves as a member of Communications Team: coordinates internal and external messaging, graphic design, video production, and website needs with appropriate team and staff members; and assists with crisis, emergency, and other communications activities as requested.

Communicates with City Council members, supervisor, subordinates, other City employees, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, time sheets, invoices, purchase orders, contracts, agenda, meeting minutes, communications plans, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

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:

Bachelor's degree in Finance, Communications, or a related field required; supplemented by three years of experience in administrative support, communications, finance, or related field; 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 evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to work with others to coordinate the more complex programs and more complex problems associated with the responsibilities of the job. Often represents the department and/or organization when dealing with others.

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 influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

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 colors or shades of colors, 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.