

**CITY OF CONCORD
CLASS SPECIFICATION**

CLASS TITLE: BUSINESS ANALYST
DEPARTMENT: GENERAL SERVICES
REPORTS TO: BUSINESS MANAGER

JOB CODE: 5101
DATE: 05/12

JOB SUMMARY:

Manages and evaluates all contracts related to the Solid Waste programs; including administration and revenue for all Pay As You Throw (PAYT) container contracts, hauler permitting, and annual re-calculation of Downtown Solid Waste (DTSW) properties. Maintains files including databases, council resolutions, operating budget, CIP project files, and departmental correspondence for the city's Solid Waste programs. Serves as assistant to Business Manager for departmental fiscal matters and assists with preparing the General and Enterprise Fund annual budgets. Supervises the administrative functional area of the office. Supervises fiscal and administrative staff. Independently resolves administrative problems for the office. Relieves the Business Manager of administrative details by composing correspondence on own initiative, scheduling meetings and appointments, responding to requests for information, and addressing complaints. Handles confidential and/or sensitive information requiring use of discretion. Maintains files, including databases, council resolutions, departmental correspondence, etc.

ESSENTIAL JOB FUNCTIONS:

Carries out supervisory responsibilities in accordance with city policies, procedures, and applicable laws, including interviewing, hiring, training, appraising performance, rewarding and disciplining employees, addressing complaints, and resolving problems.

Plans, schedules, monitors, and evaluates the work of fiscal and administrative personnel in order to accomplish the objectives of the department and to effectively utilize resources, including oversight of payroll, personnel file management, service request tracking, A\R, and A\P; accomplishes inventory control, asset tracking, and job costing.

Prepares Purchase Orders (PO'S) for administration and solid waste division while tracking budgetary items such as illegal dumping and recycling container contaminated loads.

Maintains contracts, collects data for statistical reports, calculates and recommends rates for the Downtown Solid Waste District to include expenses incurred of the district while collecting annual revenue.

Maintains database with all downtown solid waste properties, owners and their assessment values, trash and recycle cart rentals, Multi-family container disposal, school district disposal and Commercial disposal for the purpose of billing annual solid waste revenue.

Reconciles Concord Regional Solid Waste and Best way invoices to PO's and to the correct general ledger accounts.

Maintains the Pay-As-You-Throw bag inventory – reconciliation process with vendor.

Serves as the assistant to the business manager for departmental fiscal matters and budgetary preparation.

Maintains departmental website regularly to reflect seasonal information and updates all new departmental programs.

Answers the departmental e-mail or refers the e-mails to the necessary authority on a daily basis.

Works as technical support to other members of Supervisory team on spreadsheets, web, database, software support and troubleshooting matters, reporting instruction and logos support. (computer, copy machines, printers, faxes, phones)

Coordinates correspondence for meetings of the Solid Waste and Arena advisory committees and posts the events on appropriate boards and websites with dates and times.

Process Bond Payments and maintain CIP project files; reconciling certified contractor application for payments and timely processing of payment vouchers while keeping the project and budgets intact.

Recommends and files requests for write-offs, small claims actions and adjustments for miscellaneous billing.

Highly involved in recommending a procedure for collection of miscellaneous billing.

Follows up on revenue administration for department.

Assist with the maintenance and updating of the winter operations spreadsheets for salt and sand sales to the school department and the housing authority.

Frequently advises divisional staff and other personnel on payment codes, invoice codes and billing codes as needed.

Contact liaison with CCTV advertising and PowerPoint presentations.

Interacts with staff from other departments, elected officials, and the general public in person, by telephone, or via electronic means to exchange information, respond to inquiries, receive and resolve complaints
Resolves administrative problems related to the efficient operation of the office; such as personnel problems, policy enforcement, and equipment malfunctions.

Develops new office procedures to increase efficiency.

Assists division heads and other supervisors in addressing inquiries and resolving problems.

Serves on various organizational committees as a representative of the Department as requested.
Coordinates agendas, attends board or commission meetings, takes notes on meeting activities, and types minutes for distribution.

Composes correspondence under general direction or on own initiative to expedite the processing and completion of work.

Formats and types letters, reports, charts, and other documents requiring special formatting or containing complex terminology, such as contracts, legal documents, and reports.

Schedules and confirms appointments, meetings, or reservations, and maintains appointment calendar to ensure effective time management.

Attends meetings on behalf of the Business Manager to obtain and relay information, or to serve as a spokesperson for the Department.

Enters and retrieves information from a computer in order to perform research, update records, process transactions, or respond to requests for information.

Prepares narrative and statistical reports in order to track and document activities, and to provide justification for department actions and requests.

Supervises the ordering of supplies and equipment for the office by preparing requisitions and purchase orders, and interacting with vendors regarding specifications and availability of supplies and equipment.

Develops, enhances and maintains standards, guidelines, and procedures for use by others.

Sets up and maintains alphabetic, alphanumeric and numeric electronic and paper files so that documents can be filed and retrieved in an orderly fashion.

Assists in preparation of RFPs; follows RFPs through bid process and awarding of bid.

Collects various department fees.

Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Personal Computer
General Office Equipment

Typewriter
Multi-line Telephone

Copier
Calculator

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Associate's Degree from an accredited two-year institution or technical school in business or accounting; and,

Six years of progressively responsible administrative experience which includes serving as a supervisor over clerical staff; or,

Any combination of education, training and experience that provides the knowledge, skills and abilities required for the job.

Licenses and Certifications:

None.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Administrative policies and procedures pertaining to area of assignment.

Administrative principles and practices, including goal setting and program budget development and implementation.

Administration of staff and activities, either directly or through subordinate supervision.

General management practices. Modern office methods, procedures, equipment business letter writing, and standard clerical techniques.

Proper English usage, including spelling, grammar, punctuation, and vocabulary.

Business mathematics, including accounting, percentages, decimals, statistics, general ledger accounts, A/P, A/R, payroll, etc.

Computer applications related to the work, including e-mail, spreadsheets, word processing, publishing software, database design and usage, familiarity with the Internet, and Web page maintenance.

Applicable state, federal, and local laws, rules, and regulations.

Basic budgetary principles and practices.

Record keeping, report preparation, filing methods, and records management techniques, including electronic files.

Skill in:

Communicating effectively with others, orally and in writing.

Preparing clear and concise reports, correspondence, and other written materials.

Using tact, discretion, initiative, and independent judgment within established guidelines.

Dealing courteously and diplomatically with the general public.

Analyzing and resolving office administrative situations and problems.

Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.

Accurately proofreading copy with accompanying knowledge of grammar, punctuation, and spelling.

Planning, organizing, assigning, directing, reviewing, and evaluating the work of staff and coordinating administrative operations.

Composing business correspondence to include preparing clear and concise reports, correspondence and other written materials.

Operating, general office equipment.

Typing complex, technical, and/or sensitive documents with minimal errors.

Using computers to enter and retrieve information.

Selecting and motivating staff and providing for their training and professional development.

Mental and Physical Abilities to:

Establish and maintain effective working relationships with others.

Read and interpret documents such as safety rules, operation and maintenance instructions, procedure manuals, and other information related to effective operation of the functional area.

Communicate effectively and courteously with staff, the public, and other employees.

Add, subtract, multiply, and divide whole numbers, common fractions, decimals, and percentages.

Solve practical problems with a variety of concrete variables in situations where only limited standardization exists.

Interpret instructions in written and oral form.

While performing the essential duties of this position, the employee is regularly required to talk and listen, use hands for fine motor operation, and to reach with hands and arms.

While performing the essential duties of this position, the employee is occasionally required to lift and/or move light objects.

Working Conditions:

Work is performed in an office environment where there are few physical discomforts associated with weather changes or those associated with noise, dust, dirt, etc. Normal work conditions include frequent interruptions.