



## City of Kansas City, Missouri Job Class Specification

<b>Job Title:</b>	BUSINESS OPERATIONS MANAGER	<b>Department:</b>	MULTI
<b>Job Code:</b>	1735	<b>Status:</b>	EXEMPT
		<b>Grade:</b>	EX-6

### Summary

This is highly responsible administrative and managerial work assisting in the planning, design, direction and management of one or more citywide business operations

Work involves responsibility for one or more citywide administrative and/or business activities. An employee of this class works with almost complete independence and is responsible for the use of considerable initiative and judgment in establishing procedures, processes, controls and carrying out various assignments.

### Duties and Responsibilities

- Assists with the development of citywide policies, procedures and controls through consultation with division heads on administrative and business activities, and programs.
- Confers with and advises department or division heads on citywide administrative and business activities.
- Reviews budget estimates, special reports and proposals, prepares drafts of proposals, makes reports on completed projects and City programs.
- Assists in the formulation and oversees the implementation of long range administrative and business programs for the.
- Acts as the department director by assignment.
- Confers with officials and other representatives of governmental agencies, consulting firms, and contractors on problems relating to projects being proposed or in progress.
- Speaks before professional and civic organizations on the various phases of the City's programs.
- Designs citywide programs for the purchase, manufacture, and disposition of raw materials and final products.
- Develop and implement citywide marketing plans, public relations, advertising, client relations, contract negotiations; and information systems management.
- Performs related duties as required.

<b>Technical Skills</b>	<p>Extensive knowledge of:</p> <ul style="list-style-type: none"><li>The principles and practices of administration as applied to the development and management of municipal works programs.</li><li>The materials, methods, and techniques utilized in the construction, maintenance, marketing, administration and analysis of municipal projects and programs.</li></ul> <p>Considerable knowledge of:</p> <ul style="list-style-type: none"><li>Municipal planning, design, and administration.</li><li>The principles and practices of modern administration and business management.</li></ul> <p>Ability to:</p> <ul style="list-style-type: none"><li>Plan, organize, direct, and coordinate municipal activities and programs.</li><li>Do extensive responsible research, analysis, and report writing.</li><li>Establish and maintain satisfactory relationships with other municipal officials, employees, contractors, consulting firms, and the general public.</li><li>Express ideas clearly and concisely, both orally and in writing.</li></ul>
<b>Education and Experience</b>	<p>Requires an accredited Bachelor's degree and six (6) years professional private or public sector experience in managing more complex organizational operations, projects, programs or services.</p> <p>OR</p> <p>High school graduation and ten (10) years professional private or public sector experience in managing more complex organizational operations, projects, programs or services.</p>
<b>Certificates/ Licenses/ Special Requirements</b>	<p>Must pass a background check as prescribed by the City.</p>
<b>Supervisory Responsibility</b>	<p>Supervision over assigned personnel.</p>
<b>Supervision Received</b>	<p>General supervision is received from the Director.</p> <p>Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. Reasonable accommodation will be provided to qualified individuals with disabilities. The City of Kansas City has the right to revise this job description at any time. The job description is not to be construed as a contract for employment.</p>
<b>Created</b>	
<b>Revised</b>	<p>5/95</p> <p>11/95, 5/96, 7/03, 9/05, 9/06, 08/16, 8/2022 ,01/2024, 11/2024</p>