



## Job Description

*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job.*

<b>Job title</b>	Business Systems Manager
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### GENERAL PURPOSE

Under administrative direction, plans, supervises, and evaluates the work of assigned staff, provides application support, information management, and technology support to the assigned department for achievement of their business, operational, public service, and productivity objectives; performs advanced professional analysis, business case development and justification; supports departmental applications and databases; manages and provides the necessary project management support and direction required to ensure large construction projects are administered according to approved policies, standards, and procedures; and performs related duties as assigned.

### DISTINGUISHING CHARACTERISTICS

This is a management classification responsible for planning, organizing, reviewing, and evaluating the Engineering Services department's project control and business systems programs and processes. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities, which include developing and implementing policies and procedures for assigned programs and program evaluation. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

### SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Director of Engineering Support Services. Exercises direct supervision over professional, technical, and administrative support staff.

### TYPICAL DUTIES AND RESPONSIBILITIES

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.*

- Plans, organizes, supervises, trains, and evaluates the performance of assigned staff; prepares performance evaluations; establishes performance requirements and

professional development targets; regularly monitors performance and provides coaching and mentoring of staff in accordance with the District's rules, policies, procedures, and labor contracts.

- Provides day-to-day leadership and works with staff to ensure a high-performance, customer service-oriented work environment that supports achieving the department's and the District's mission, strategic plan, objectives, and values.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned services and programs; identifies resource needs; recommends and implements policies and procedures, ensuring alignment with the District's strategic and operational plans.
- Contributes to the development and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, consultants, contractors, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary to meet changing conditions.
- Conducts special studies and recommends organizational, procedural, or other changes to achieve greater productivity and/or to comply with new District requirements; researches and implements new applications, systems, system enhancements, developments, enhancement conversions, and process improvements.
- Provides project management and project control oversight for District-led projects requiring the development and configuration of project management software, tracking schedules, budgets, and labor requirements of capital improvement projects; trains and works with end users in implementing new applications or system enhancements.
- Works collaboratively with engineering project managers to control, coordinate, and execute District-led projects with project management software by tracking schedules, and budgets of capital improvement projects.
- Independently performs what-if analysis of project cost and schedule changes, validates baseline and current project milestones and funds distribution, and prepares recommendations on impacts and corrective actions; validates activity schedules of various technical elements and compiles and prepares other reports as required.
- Meets and coordinates with the project managers and stakeholders to collect and disseminate information regarding project schedules and project issues needing resolution.
- Maintains, implements, and updates project control processing procedures and policies for the department and other engineering personnel.
- Prepares requests for proposals/statement of qualifications for labor compliance consultants; reviews proposals and recommends contract awards with consultants;

negotiates scope of work, proposals, and change orders; prepares and administers contracts with consultants; ensures that consultants submit progress reporting and related audit documentation.

- Prepares technical and complex engineering and financial reports and business correspondence.
- Performs a variety of administrative and technical support duties, including maintaining and distributing documents, files, graphs, charts, reports, presentations, and other materials for briefings and meetings.
- Ensures staff observes and complies with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

#### Continuous Improvement-Related Duties:

- Supports and promotes the application of continuous improvement principles in the oversight of operations within the business unit.
- Assists in the development and maintenance of best practices in unit work processes and supports the philosophy of continuous improvement.
- Develops and monitors team and individual performance measures, ensuring that they align with the District's strategic and operational plans.

### **REQUIRED QUALIFICATIONS**

#### Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles, practices, and techniques of project and portfolio management, including the application of project management tools and processes, resource allocation, and project prioritization.
- Federal, state, and local laws, codes, and regulations in assigned areas of responsibility.

- Complex record-keeping/management practices.
- District personnel rules, policies, and labor contract provisions.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service to effectively interact with the public, vendors, contractors, and District staff.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Continuous Improvement-Based Knowledge:

- The core values, concepts, and framework of continuous improvement criteria, including the principles of management by fact, and organizational and personal learning.
- Familiar with process mapping and structured problem-solving.
- Theoretical and practical knowledge necessary to develop and monitor individual performance standards, and ensure they align with key performance measures for the unit.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the work unit.
- Prepare, administer, and monitor a division/department budget.
- Analyze administrative problems and make appropriate recommendations.
- Prepare evaluations, reports, and proposals with well-supported findings, conclusions, and recommendations in a logical, understandable manner.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the District in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.

- Independently organize work, set priorities, meet critical deadlines, and follow up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Continuous Improvement-Based Abilities:

- Maintain and utilize process flow charts for key processes, with performance standards related to customer and stakeholder needs.
- Validate customer requirements.
- Create a workplace that values employees, encourages their development, values their participation, and encourages innovation.
- Create an environment of continuous improvement and ensure business unit results are consistent with expectations in key performance measures.

Experience:

*Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:*

- Five (5) years of progressively responsible experience in project management, project accounting, or a related field, of which two (2) years is at a supervisory or management capacity is desirable.

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in business or public administration, engineering, information systems, or a related field.

Licenses/Certifications:

- A valid California driver's license and the ability to maintain insurability under the District's Vehicle Insurance Policy.

### **PHYSICAL DEMANDS**

*The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 25 pounds.

### **WORK ENVIRONMENT**

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

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Eastern Municipal Water District  
Job Title: Business Systems Manager  
Last Update: January 2024

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

<b>Approved by:</b>	<i>Board of Directors</i>
<b>Date adopted:</b>	
<b>Date modified:</b>	
<b>FLSA determination:</b>	<i>Exempt</i>

**Job Description Acknowledgment**

*I have received, reviewed, and fully understand the job description for Business Systems Manager. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.*

*Employee Name (print):* \_\_\_\_\_ *Date:* \_\_\_\_\_

*Employee Number:* \_\_\_\_\_

*Employee Signature:* \_\_\_\_\_