

MASTER SPECIFICATION

JOB INFORMATION

Date:	11/30/2017 10:22:00 PM
Official Title:	Manager of Business Operations Master
System Affiliation:	
Employee Category:	
Pay Grade:	Pay Grade 7
Scheduled Hours	
Job Code:	123448
Job Family:	Finance & Accounting

JOB SUMMARY

The Manger of Business Operations provides management and operations leadership for a variety of an institution's functions, to support better management reporting, information flow and management, business process, and organizational planning.

NATURE OF WORK

The Manager of Business Operations functions as a professional administrator responsible for the oversight of all business operations of a large or multi-functional unit or division; or may serve as the Chief Business Officer for a smaller institution, college, or department. Oversight may include accounts payable, accounts receivable, payroll processing, personnel processing, auditing, handling travel and travel accounts, billing, and support services. Additional responsibilities include supervising and directing the work activities of clerical, paraprofessional, and professional staff such as Accounting Clerks and Assistant, Accountants and Senior Accountants, and Business Managers I and II. Job responsibilities involve extensive and consequential support, development, or recommendation of major objectives, policies, programs, or practices. Results are defined by the institution and division strategy, mission, and vision. The Business Operations Manager sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist. Problems faced in this position are highly varied, complex, and often non-recurring, which require novel and creative approaches to resolution. Decisions have significant, broad implications for the management and operations of a division/entire institution as well as contribute to decisions on the overall strategy and direction of the entire institution.

Distinguishing Characteristics

Examples of Duties

Essential Functions

Monitors and ensures contract compliance for all division contracts through collaboration with program managers and finance department.

Monitors and ensures compliance with all reporting deadlines.

Assists with development of program and department budgets

Collaborates with relevant parties to modify budgets as necessary and in compliance with all internal and external guidelines

Assists with billing/invoicing process for each contract and maintain relevant documentation, in collaboration with Finance Dept.

Supervises all assigned personnel, which typically includes recommendations for hiring, firing, performance evaluation, training, work allocation, and problem resolution.

May also serve as an administrator of the unit's system and liaison to central IT in developing or adapting its functionality.

Identifies and implements business process enhancements to facilitate effective and efficient operations.

Collaborates with department heads to ensure smooth interfaces between division

programs and departments, including HR, Finance, IT, Communications, and legal/compliance.

Recommends new approaches as necessary to ensure division operations effectively support and advance innovations in mental health.

Adheres to performance-based management approach utilizing key performance indicators to make data driven decisions.

Performs other job related duties as assigned.

Performs other functions as required or assigned. Also complies with all Policies and Standards.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education

<i>Education Level</i>	<i>Field of Study</i>	<i>Req</i>	<i>Pref</i>	<i>And/Or</i>
Bachelor's degree	Accounting, Business Administration, or a related field	X		

Additional Experience

[Check here if experience may substitute for some of the above education and describe how.](#)

X

Work Experience

<i>Experience</i>	<i>Experience Details</i>	<i>Req</i>	<i>Pref</i>	
3 year +	Directly related, progressively responsible work experience in supervising/overseeing the business operations of an organization or work unit	X		