



Support Services Director

DEPARTMENT:	Support Services	REPORTS TO:	City Manager
CLASSIFIED:	Regular, Full-time	POSITION STATUS:	Exempt
DATE:	August 2020	COMPENSATION:	\$5,833 – \$6,600 / month
Approved:	August 2020		

PURPOSE OF POSITION:

Under general administrative direction of the City Manager, the Support Services Director position is responsible for planning, organizing, and supervising the operations of the City's Support Services Department comprised of Finance, Human Resources (HR), and Information Technology (IT).

ESSENTIAL JOB FUNCTIONS:

The list of duties is a representative sample of the work appropriate to this position and does not include all the duties that may be assigned to the Support Services Department. This position has direct responsibility over the Finance, HR and IT functions for the City. This position may direct or perform a combination of some or all of the following duties:

Finance Functions

- Develops, implements, and maintains City-wide and departmental financial projections, financing plans, and strategies. Provides high-level analysis and advice to the City's Department Directors, City Manager, and City Council.
 - Serves as the supervisor of Finance Division staff. Plans and organizes workloads and staff assignments; trains, motivates, and evaluates assigned staff, reviews progress, and directs changes as needed.
 - Plans, organizes, coordinates, and directs Finance Division personnel engaged in various accounting functions including: financial and budgetary reporting and audit, general ledger, daily banking and investment activities, bank reconciliations, accounts payable and receivable, cash receipts, payroll, capital assets, and utility billing.
 - Coordinates the City's independent auditor's work plan and schedule for the City's annual financial audit.
 - Supervises and participates in the maintenance of accounting records and the preparation of internal and external financial statements and reports. Supervises and participates in the preparation of periodic financial reports to the City Manager, City Council, and City Departments.
 - Formulates, implements, interprets, and monitors enforcement of City-wide accounting policies, procedures, and internal controls to ensure the integrity of City financial operations and compliance with all legal requirements and applicable accounting standards.
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- Directs and oversees the preparation and maintenance of payroll processing, payroll-related documents, files and lists; oversees the maintenance of accurate payroll and time off accrual records.
- Oversees the proper accounting and reporting of the City's capital assets including coordination of periodic physical inventory.
- Maintains and coordinates grant accounting with other departments and grantor agencies to ensure compliance with funding requirements.
- Plans, directs, and participates in the City's annual budget cycle including coordination of budget estimates with City departments, preparing revenue estimates, and compiling the annual budget document. Serves as the City's budget officer.
- Prepares cash flow projections and analyses, as required.

HR Functions

- Maintain all employee master files and personnel files for the City.
- Complete and maintain reporting requirements in compliance with applicable laws and regulations.
- Direct or oversee City-wide hiring and on-boarding of new employees for compliance with applicable laws, regulations and City policies.
- Direct or oversee City-wide terminations for compliance with applicable laws, regulations, and City policies.
- Participate in labor negotiations as necessary or requested.
- Coordinate or consult with labor attorney as necessary.
- Manage any or all third-party contracts for HR services.

IT Functions

- Direct or oversee City-wide network administration including general IT controls over hardware, software, and access controls.



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- Direct or oversee City-wide IT security including functional-based access to applications software and password maintenance.
- Maintain consistent and reliable backup strategy for City information resources.
- Coordinate and direct purchase/replacement of City technology assets.
- Oversee social media engagements.
- Maintain and oversee city website and outgoing information.
- Manage any or all third-party contracts for IT services.

General

- Develops and implements departmental goals and policies, staffing levels, and administers policies and procedures in accordance with City regulations.
- May serve as a member of employee and City committees as well as may serve as a City representative to City and interagency committees as assigned.
- Represents the City of Coquille by responding to the public, citizens, its employees, and others in a prompt, professional, and courteous manner while continuously maintaining a positive customer service demeanor.

QUALIFICATION REQUIREMENTS:

- A Bachelor's Degree with six years professional experience in government, business, or non-profit. Previous supervisory and government experience is preferred. CPA, CGMA, and/or Master's Degree in business administration preferred.
- Current or ability to obtain membership/certifications through SHRM and/or BOLI.
- Understanding of basic IT functions and services to departments including problem recognition and resolution.
- Knowledge of:
 - Principles and practices of generally accepted accounting principles.
 - Government fund accounting.
 - Principles and practices of human resource management



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- Working knowledge of information technology best practices.
 - Basic research and analytical methods.
 - Systems and methods of budget development, tracking, and monitoring.
 - Applicable laws, codes, regulations and requirements.
 - Principles and practices of program development and administration.
 - Supervision of diverse groups of employees.
 - Planning, organizing, and managing the effective operations of a diverse department.
 - Scheduling, supervising, assigning, and reviewing work.
 - Training, guiding, appraising, and counseling.
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- Ability to manage multiple projects and thrive in a high-performance organization.
 - Effective oral and written communications.
 - Work in a team environment under extremely stressful situations.
 - Inspire confidence in citizens, staff, and the City Council to achieve the City's and Department's goals and objectives.
 - Communicate complicated or abstract financial and policy direction effectively to many different groups of staff and citizens.
 - Prepare and present accurate and reliable reports containing findings and recommendations.
 - Perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines.
 - Demonstrate integrity, ingenuity, and inventiveness in the performance of assigned tasks.
 - Be a skilled leader and manager with a proven track record of motivating and developing staff to obtain measurable results.
 - Be politically astute with the demonstrated ability to effectively communicate with staff, contractors, vendors, elected officials, and the public.
 - Interpret and apply codes, regulations, policies and procedures.
 - Evaluate, develop, implement, and maintain policies, procedures, and standards.



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- Establish and maintain effective working relationships with those contacted in the course of the work.
- Ability to work variable schedules.

PHYSICAL DEMANDS OF POSITION:

While performing the duties of this position, the employee is frequently required to sit, communicate, reach, and manipulate objects, tools, or controls. The position requires mobility. Physical demands on the position generally involve moving materials weighing up to 10 pounds on a regular basis. Character and flow of duties involve manual dexterity and coordination for less than 50% of the work period in the operation of computers and calculators.

WORKING CONDITIONS:

Usual office working conditions. The noise level in the work environment is typical of most office environments.

SUPERVISORY RESPONSIBILITIES:

This position is responsible to ensure that personnel within the Support Services Department have clear direction and resources to achieve daily responsibilities. Responsibilities include hiring, training employees, planning, assigning, and directing work, appraising performance, recommending specific employee rewards, disciplining employees, addressing complaints, and resolving problems.

SUPERVISION RECEIVED:

Works under the general supervision of the City Manager.