



Job Title	Business Support Specialist, Senior	FLSA Status	Non-Exempt
Band	PAR	Probationary Period	12 Months
Zone	4	Job Code	19542

Class Specification – Business Support Specialist, Senior

Summary Statement:
 The purpose of this position is to perform a wide variety of general technical support duties in support of an assigned division or program; and to provide general information and assistance to the public regarding City policies and procedures.

DISTINGUISHING CHARACTERISTICS:
 This is the advanced journey level class in the Business Support Specialist series. Positions at this level possess a specialized, technical, or functional expertise within the area of assignment and may exercise lead supervision over assigned lower level staff. Employees are typically assigned significant responsibilities above the journey and intermediate journey level and often exercise independent judgment in the performance of all duties. This class is distinguished in that it performs the most complex work assigned to series or serves in a working supervisory capacity over lower level staff.

Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
50%	Performs a variety of general technical support duties in support of assigned department, division, or team. Documents standard operating procedures, prepares reports, compiles data for analysis, coordinates activities, investigates and resolves problems and handles special projects as assigned.
25%	Performs duties in both group/team and individual contributor settings. Operates a personal computer for use of word processing, spreadsheet and database management and presentation applications. Performs the most complex data entry; enters and pulls information from a variety of systems and reviews reports for accuracy. May conduct regular audits of the data to ensure system integrity. Acts as a subject matter expert on assigned business process. Presents new ideas and processes and assists with leading the implementation team.
25%	Works under administrative supervision. Ensures detailed instructions, standard operating procedures and desk manuals are provided and followed and reports any



Job Title	Business Support Specialist, Senior	FLSA Status	Non-Exempt
Band	PAR	Probationary Period	12 Months
Zone	4	Job Code	19542

	deviation to immediate supervisor. Serves as intake for questions and issues in the department and is referred complex items. Identifies and reports quality concerns.
--	--

Competencies Required:
Human Collaboration Skills: Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.
Reading: Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Math: Intermediate- Ability to deal with a system of real numbers; and practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Technical Skills Required:
Skilled in a Technical Field: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.
Education: Equivalent to completion of the twelfth grade (high school diploma or GED).
Experience: Five years of full-time clerical or business support experience.



Job Title	Business Support Specialist, Senior	FLSA Status	Non-Exempt
Band	PAR	Probationary Period	12 Months
Zone	4	Job Code	19542

Education and Experience Equivalency
 One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.
 Additional appropriate education may be substituted for the minimum experience requirements.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.
 Certifications required in accordance with standards established by departmental policy.

Supervision Exercised:
 Work requires functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training, instruction, and scheduling work.

Supervision Received:
 Receives Administrative Direction: The employee normally performs the duty assignments with broad parameters defined by general organizational requirements and accepted practices. End results determine effectiveness of job performance.

Fiscal Responsibility:
 Monitors budget/fiscal expenditures (typically non-discretionary expenditures) or responsibility for fiscal management of capital project(s). May recommend budget allocations.

Physical Demands:
 Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.

Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Never
Wetness and Humidity	Never



Job Title	Business Support Specialist, Senior	FLSA Status	Non-Exempt
Band	PAR	Probationary Period	12 Months
Zone	4	Job Code	19542

Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Never

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: June 2021