

BUSINESS SUPPORT SPECIALIST, LEAD

Job Code	Pay Grade
16974	CL15

Nature of Work

This is advanced administrative work in the business support division that covers a broad combination of functions and assignments that may include supervision; support highly technical operations in the day-to-day delivery of the department's office and field production activities to include stakeholder contacts, work orders, scheduling, business analysis and highly technical automated computer business systems support; risk management/safety support; emergency management support; training support; purchasing/travel support; personnel/human resources support; payroll support; administrative audit support; benefits support or other assignments to departments and subunits within the Utilities Department. An employee in this class is responsible to take leadership in planning, implementation, and administration of identified functions or programs for compliance reasons or to ensure instructional consistency, process linkage, and alignment with the strategies and goals of the department including responsibility for directing, supervising, and evaluating other personnel, functions, and activities when assigned. Duties can include supervising the design and delivery of learning programs promoting professional growth and development at all levels within the department. The employee takes an independent leading role; Independent judgment is required with questions on major and sensitive matters referred to the director for further instruction or decision. The position reports to a supervisor or senior manager.

Minimum Qualification Requirements

- 4 years experience assessing, planning, developing and conducting programs in the assigned programs or field of responsibility that includes 1 year experience as lead worker, trainer, or supervisor; or
- Associate's degree in business, public administration, finance, information technology or a related field and 2 years experience as described above; or
- Bachelor's degree and 6 months experience in a related field as lead worker, trainer, or supervisor; or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Evaluates processes within the various divisions of the Utilities Department.
- May perform a wide range of tasks, duties, and assignments to support highly technical operations in the day-to-day delivery of the department's office and field production activities to include stakeholder contacts, work orders, scheduling, business analysis, and highly technical automated computer business systems support.
- Ensures that best practices are followed in the department.
- Identifies deficiencies in operations, business processes and customer service that require amendment to operating policies and procedures.
- Mentors, coaches, supervises, and trains other employees in the work unit.
- Tracks trends of customer needs, expectations and recurring problems; analyzes, develops and updates customer service processes; prepares flowcharts and makes recommendations for changes.
- Researches and compiles reports.
- Structures cross-departmental work groups.
- Facilitates information sharing between departments for the collection, analysis, evaluation, and presentation of data for the purpose of streamlining and closing gaps on work processes.
- Performs related work as assigned or required.

BUSINESS SUPPORT SPECIALIST, LEAD (continued)

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Knowledge, Skills, and Abilities

- Knowledge of laws and rules governing procedures and legal requirements encountered in government office operations.
- Knowledge of the principles and procedures of office management and supervision.
- Knowledge of business English, spelling, arithmetic and bookkeeping standards.
- Knowledge of county automation systems and the operation of commercial word processing, database, and spreadsheet programs.
- Knowledge of departmental organization and functions.
- Knowledge of in-depth department processes/programs, personnel functions, practices, policies, and procedures.
- Knowledge of the effective use of alternative media presentation and format.
- Knowledge of research techniques, methods, and procedures.
- Skill in making formal, oral presentations to staff.
- Skill in planning, developing, evaluating, and implementing policies and procedures.
- Ability to perform independently and at an advanced level in the administration of office and field production activities to include stakeholder contacts, work orders, scheduling, business analysis and highly technical automated computer business systems support; risk management/safety programs support; emergency management support; training support; purchasing & travel support; personnel support; payroll support; administrative audits support; benefits support and other assignments to departments and subunits within the Utilities Department.
- Ability to make decisions in accordance with laws, regulations or policy and apply these to work problems.
- Ability to develop effective office or field work procedures and clerical training programs.
- Ability to communicate effectively in verbal, written, graphic and visual form.
- Ability to independently analyze and solve problems, and render effective advice or assistance.

For official use only

Revised	EEOC Code	Overtime Code
8/15	Professionals	Classified