



## **Business Support Specialist 2**

**Category:** Classified  
**Pay Grade:** C22  
**Job Code:** 16974

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

### **JOB SUMMARY**

Performs advanced administrative work in the business support division that covers a broad combination of functions and assignments that may include supervision; supports 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. The incumbent takes the lead 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; supervises the design and delivery of learning programs promoting professional growth and development at all levels within the department.

### **ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)**

- Evaluates processes within the various department's offices and multiple locations;
- Performs 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;
- Acts as a liaison with municipalities, other departments and staff;
- Coordinates and attends meetings;
- Maintains department resources and supplies;
- May conducts site visits as needed;
- Performs other related job duties as assigned.

## QUALIFICATIONS

### **Education and Experience:**

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

### **Special Qualifications** (May be required depending on area of assignment):

- 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 knowledge, skills, abilities, and credentials required for a specific position.

### **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 and travel support, personnel support, payroll support, administrative audits support, benefits support and other assignments to departments and subunits;
- 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.

## PHYSICAL/MENTAL DEMANDS

This is light work which requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. Additionally, the following physical abilities are required:

- Grasping: Applying pressure to an object with the fingers and palm.
- Visual ability: sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.

- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Standing: Particularly for sustained periods of time.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

### **WORKING CONDITIONS**

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.