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# Castro Valley Sanitary District

## POLICIES AND PROCEDURES MANUAL

**POLICY TITLE:** Job Description – Business Services Supervisor  
**POLICY NUMBER:** 2399

**2399.1** Definition. Plans, organizes and provides direction and oversight to administrative functions. Provides human resource administrative support; provides assistance to Castro Valley Sanitary District (CVSan) management staff in areas of expertise; and performs related work as assigned.

**2399.2** Supervision Received and Exercised. Administrative direction is given by the General Manager. Direct supervision is provided to office administrative support staff, including interns and/or volunteers.

**2399.3** Class Characteristics. The Business Services Supervisor oversees and participates in all CVSan administrative, as well as human resources activities. Responsibilities include serving as the Business Services Department Head and coordinating the activities of the department with those of other departments. The incumbent is accountable for creating and accomplishing departmental planning and operational goals and objectives and for furthering CVSan goals and objectives within policy and procedural guidelines. The Business Services Supervisor is expected to serve as a positive role model for staff, leading by example, and promoting staff development. The Business Services Supervisor is expected to perform all job duties with a commitment to providing excellent service to clients (both internal and external), producing quality work products, and maintaining an atmosphere of teamwork and continuous improvement.

**2399.4** Essential Job Functions:

**2399.4.1** Develop and direct the implementation of goals, objectives, policies, procedures, and work standards for the department.

**2399.4.2** Plan, organize, administer, review, and evaluate the work of the Business Services staff; train staff in work procedures; recommend disciplinary action as required.

**2399.4.3** Coordinate CVSan's human resources administrative activities and functions, including recruitment, onboarding, performance management, leave and benefits administration, workers compensation, and personnel record keeping.

**2399.4.4** Develop and direct document retention program.

**2399.4.5** Responsible for office supply and equipment purchase and maintenance.

- 2399.5.8** Ability to accept and carry out responsibility for direction, control, and planning:
  - 2399.5.8.1** Ability to set realistic goals or make plans independently of others.
  - 2399.5.8.2** Ability to negotiate with, instruct, and supervise people.
  - 2399.5.8.3** Ability to respond appropriately to changes in work conditions.

**2399.6** Non-Essential Job Functions:

- 2399.6.1** Represent CVSan in meetings with governmental agencies, vendors, business and professional organizations, and the public.
- 2399.6.2** Prepare CVSan payroll on a relief or as needed basis.
- 2399.6.3** Act as the General Manager on a relief or as assigned basis.
- 2399.6.4** Attend meetings and takes minutes.
- 2399.6.5** Lead Board and public meetings as needed.

**2399.7** Qualifications. Knowledge of:

- 2399.7.1** Principles and practices of public agency human resource administration and reporting functions.
- 2399.7.2** Principles and practices of public agency budget development, administration, and accountability.
- 2399.7.3** Computer applications related to the work, including word processing, spreadsheet, and data base applications.
- 2399.7.4** Administrative principles and practices, including goal setting, program development, and supervision of staff.
- 2399.7.5** Applicable laws, codes, and regulations.
- 2399.7.6** Techniques for providing a high level of customer service to public and CVSan staff, in person and over the telephone.
- 2399.7.7** Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

**2399.8** Skill to:

- 2399.8.1** Plan, organize, and personally participate in public agency human resources activities.
- 2399.8.2** Select, train, motivate, supervise, and evaluate the work of staff.
- 2399.8.3** Provide training and professional development of staff.

**2399.8.4** Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department.

**2399.8.5** Interpret, apply and explain complex laws, codes, regulations, and ordinances.

**2399.8.6** Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.

**2399.8.7** Speak in public and engage the audience.

**2399.8.8** Use tact, initiative, prudence and independent judgment within general policy, procedural, and legal guidelines.

**2399.8.9** Work in a team atmosphere and participate in a variety of CVSan-wide committees to enhance the provision of all CVSan services.

**2399.8.10** Establish and maintain effective working relationships with those contacted in the course of the work.

**2399.8.11** Manage one's own time and that of others.

**2399.9** Education and Experience. Graduation from a four (4) year college or university with major course work in business or public administration or a field related to the work and seven (7) years of experience in a public agency setting. Five (5) years of supervisory experience. Experience with human resources administration is desirable.

**2399.10** Interpersonal Effectiveness. Ability to work effectively in a team-based organization focused on continuous improvement; establish and maintain a positive customer service attitude and effective working relationships with customers; demonstration of strong two-way communication skills, including the ability to listen, explain, and facilitate; ability to ask for input; offer help without being asked; accept suggestions; work with others to solve problems; and provide recognition and encouragement.

**2399.11** License and Certification. Must possess a valid California Class C driver's license and have a satisfactory driving record. Must possess or obtain Cardiopulmonary Resuscitation, AED, and First Aid certificates within a time period specified by CVSan.

**2399.12** Other Requirements. Willingness and ability to work scheduled and additional hours as needed; attend meetings, workshops, and seminars during work and non-work hours as assigned.

**2399.13** Physical Requirements. Be able to possess mobility to work in a standard office setting and operate standard office equipment, including a computer and calculator; interpret printed materials and computer screen; communicate with people in person and over the telephone. . . Maintain static postures for extended periods of time; frequent, repetitive use of hands and arms including grasping; occasionally bend, stoop, stretch and reach; have strength and stamina to safely transport up to fifty (50) pounds.

**2399.14** Work Environment. Indoors in a climate controlled office environment, working around computer monitors; works around others, works alone, or works with others; may rarely work outdoors.

*This description reflects CVSan's assignment of essential functions; it does not proscribe or restrict the tasks that may be assigned.*

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Employee Signature

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Date

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Employer Signature

\_\_\_\_\_  
Date

**\*\*\* END OF POLICY \*\*\***