City of Fort Worth, Texas
Job Description

Classification Title	Business Process Manager		
Job Code:	MG1731	**Job Family:**	Management
Pay Grade	712	**Date Created:**	02/16/2018
FLSA Status	Exempt	**Date Revised:**	02/8/2024

GENERAL SUMMARY

Participates in the planning, management and administration of the activities and operations of a work unit that focuses on the enablement of technology within the department; coordinates assigned activities with department divisions and IT Solutions; leads and coordinates departmental application administration, configuration, reporting, testing, and training; works with departmental users and senior management to transform business needs into functional requirements; and, provides highly responsible and complex administrative support for the other management team members.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Supervises staff, which includes prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary decisions or recommendations.
2. Supports business units in developing and executing the strategic vision and related business processes enabled through technology adoption. Assists in facilitation of business decisions relating to system selection, implementation, modification, maintenance, etc.
3. Participates and leads activities related to the administration and effective use of technology solutions deployed in the department, including the configuration, user access, data management, reporting, and process/data standardization.
4. Works with IT Solutions to establish Service Level Agreements (SLAs) in the appropriate areas such as data management policies and procedures.
5. Serve as a department liaison with IT Solutions on technology related initiatives in the department.
6. Participates in and/or coordinates user acceptance testing (UAT) cycles to ensure all scenarios are identified, tested and issues are resolved.
7. Participates in departmental application launches, ensuring that business process issues are resolved and that changes are implemented successfully. Ensures appropriate user/technology controls adhere to City's policies and practices.

8. Communicates clearly and effectively, both orally and in writing. Deals regularly with all levels of City management. Presents analyses, solutions and business cases to senior management.
9. Maintains a continuous presence with functional business owners to understand business strategies, challenges, and risks.
10. Provides data analytics to drive continuous risk management/monitoring to ensure data accuracy and adherence to City policies.
11. Develops initiatives and best practices for continuous business process improvements. Develops and maintain business process documents that will be used as reference for preparing test cases, training documents, etc.
12. Performs other related duties as required.
13. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.
14. Pursuant to the City of Fort Worth's Code of Ordinances and Personnel Rules and Regulations, employees in this position cannot file an appeal of disciplinary actions taken against them.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
  - Principles of computer technology, systems analysis and design.
  - Communications, security and/or computer operations services of a comprehensive business process organization.
  - Principles and practices of project development and management.
  - Methods and techniques of statistical data collection and analysis.
  - Principles and practices for quality assurance and controls for large data sets.
  - Principles and procedures of database reporting.
  - Principles and procedures of management systems and reporting.
  - Principles and practices of supervision and training.
  - Methods and techniques of user relations and data gathering.
  - Desktop computer software and operating systems.
  - Various software applications related to assigned division.
  - Pertinent Federal, State and local laws, codes and regulations.
  - City personnel policies and procedures.
  - Preparing clear and concise reports.
  - Departmental and city rules, regulations and procedures relevant to information systems and services.
  - City strategy and vision.
  - Current and emerging enterprise application solution trends, technologies and best practices.
  - City retention policies for documentation.
- **Skill in:**
  - Organization and time management.
  - Critical thinking.

- Contract negotiation.
- Coordinating resources.
- Analysis.

- **Ability to:**
  - Communicate clearly and effectively, both orally and in writing.
  - Recruit, train, hire, develop and evaluate subordinates.
  - Convey highly technical information to management and stakeholders.
  - Perform root cause analysis.
  - Configure and administer various software systems.
  - Assess proposed solutions for ability to integrate with existing systems.
  - Perform fit/gap analysis to identify limitations of third party application.
  - Find alternative solutions to issues and project consequences of proposed actions.
  - Interpret and explain City policies and procedures.
  - Prepare clear and concise reports.
  - Establish and maintain effective working relationships.

MINIMUM JOB REQUIREMENTS

Bachelor's degree from an accredited college or university with major course work in Business Analytics, Management Information Systems, Business or a related business process field and five years of increasing responsible experience in communications, security and/or computer operations, plus two years of administrative and supervisory responsibility.

OTHER REQUIREMENTS

Valid Texas driver's license

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.