**POSITION TITLE:** Business Operations Team Leader  
**CONTRACT LENGTH:** 12M  
**DATE:** 04/30/09  
**DATE OF LAST REVISION:** 10/25/18  
**JOB CODE:** AD0035  
**PAY GRADE:** 25  
**FLSA EXEMPTION STATUS:** NE  
**SAP:** 30002601  

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### JOB SUMMARY

With limited supervision, provides a combination of technical leadership and team coordination for a group of clerical employees in the completion of day-to-day activities. Regularly provides advanced clerical and administrative services and specialized support to relieve line management and professional staff of complex and advanced administrative duties. Responsible for a variety of administrative business support activities in areas such as accounting, finance, time and labor, budgeting, and records retention. Regularly coordinates with outside vendors to meet organizational needs on behalf of management. Performs General Clerk III-level duties including compiling and arranging data, making computations, conceptualizing and preparing statistical reports, processing and coding documents, and receiving, classifying, reconciling, consolidating, and summarizing documents and information. Resolves discrepancies and may communicate with a variety of administrative and professional employees within and outside the organization.

This position is typically found only in large, complex departments where a Team Leader is needed to provide regular technical direction to a large clerical staff and where specialized payroll administration, budgeting and records retention skill sets are needed. This is a gated position and use of this classification must be approved by Human Resources. For most departments, these duties will be performed by a combination of clerks and secretarial staff who report directly to a supervisor or manager.

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### MAJOR DUTIES & RESPONSIBILITIES

<table>
<thead>
<tr>
<th>List most important duties first</th>
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<tbody>
<tr>
<td>1. Provides technical leadership and team coordination for group clerical employees in the completion of day-to-day activities. Regularly responds to and advises on escalated clerical and administrative issues. Provides guidance to employees in handling difficult or complex clerical and administrative problems.</td>
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<td>2. Performs quality checks and feedback on work prepared by other clerical staff. Recommends and leads teams in the implementation of process improvement projects and initiatives.</td>
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<td>3. Responsible for a variety of advanced administrative and business support activities in areas such as payroll administration, budgeting, and records retention.</td>
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<td>4. Performs duties of General Clerk III. Performing a wide variety of specialized clerical duties such as compiling and arranging data, making computations, conceptualizing and preparing reports, processing and coding documents, and maintaining specialized</td>
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<td>5. Performs other job-related duties as assigned.</td>
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**EDUCATION**
High School Diploma or GED

**WORK EXPERIENCE**
5 to 7 years

**TYPE OF SKILL AND/OR REQUIRED LICENSING/CERTIFICATION**
- SAP
- One-Source
- Visio
- HTML
- Microsoft Office

Office equipment (e.g., computer, copier)

Requires strong interpersonal and leadership skills, and the ability to manage one’s own time and the time of others.

**LEADERSHIP RESPONSIBILITIES**
Work Leadership. Regularly provides project management or team leadership to a group of two or more employees, but does not have formal supervisory responsibility. Leading and directing typically involves monitoring work and providing guidance on escalated issues. Most of work time is spent performing many of same duties they are leading.

**WORK COMPLEXITY/INDEPENDENT JUDGMENT**
Work involves the application of moderately complex procedures and tasks that are quite varied. Independent judgment is often required to select and apply the most appropriate of available resources. Ongoing supervision is provided on an “as needed” basis.

**BUDGET AUTHORITY**
Compiles and organizes data and figures.

**PROBLEM SOLVING**
Decisions are made on routine matters affecting few individuals and usually within the confines of the job's own department. Specific job activities and results are typically reviewed closely. There are limited requirements for developing new ideas or changes in methods, procedures or services.

**IMPACT OF DECISIONS**
Decisions have minor, small and possibly incremental impact on the department or facility. Errors are usually discovered in succeeding operations where most of the work is verified or checked and is normally confined to a single department or phase of the organizational activities resulting in brief inconvenience.

**COMMUNICATION/INTERACTIONS**
Information sharing - gives and receives information such as options, technical direction, instructions and reporting results. Interactions are mostly with customers, own supervisor and coworkers in own and other departments.

**CUSTOMER RELATIONSHIPS**
Takes routine or required customer actions to meet customer needs. Responds promptly and accurately to customer complaints, inquiries and requests for information and coordinates appropriate follow-up. May handle escalated issues passed on from coworkers or subordinates.

**WORKING/ENVIRONMENTAL CONDITIONS**
Work is normally performed in a typical interior work environment which does not subject the employee to any hazardous or unpleasant elements.

Ability to carry and/or lift less than 15 pounds.