



# City of Tempe

## INTERNAL SERVICES DIRECTOR

JOB CLASSIFICATION INFORMATION			
<i>Job Code:</i>	520	<i>FLSA Status:</i>	Exempt
<i>Department:</i>	Internal Services	<i>Salary / Hourly Minimum:</i>	\$139,149
<i>Supervision Level:</i>	Director	<i>Salary / Hourly Maximum:</i>	\$187,851
<i>Employee Group:</i>	SMT	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Unclassified	<i>Market Group:</i>	Deputy City Manager
<i>Drug Screen / Physical:</i>	N	N	Officials and Administrators
		<i>EEO4 Group:</i>	

DISTINGUISHING CHARACTERISTICS
<p>The role of the Internal Services Director is to oversee City’s activities in financial services, human resources, and information technology services. The Internal Services Director is responsible for the management of the accounting; purchasing; risk management; sales tax licensing; customer services; employee relations; recruitment and selection; classification and compensation; employee benefits administration; training services; system and network operations; information integration and automation; customer support; and telecommunications services. The Internal Services Director is responsible for determining departmental policies; planning long term programs; managing the department’s budget and handling complex administrative duties.</p> <p>In addition, the Internal Services Director develops and promotes a solid relationship with the general public; City Council; boards and commissions; various employee groups, other City departments; and other municipalities.</p>

REPORTING RELATIONSHIPS
Receives administrative direction from the Deputy City Manager – Chief Financial Officer.
Exercises direct supervision over professional, technical, and clerical personnel.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	Eight years of increasingly responsible management experience in at least one of the following areas: <ul style="list-style-type: none"> <li>● Finance</li> <li>● Human Resources</li> <li>● Information Technology</li> </ul>
<i>Education:</i>	A Bachelor's degree from an accredited college or university in business management, public administration or a degree related to the core functions of this position. Master’s degree is preferred.

<i>License / Certification:</i>	None
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## ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To plan, direct and review the activities and operations of the City's Financial Services, Human Resources, and Information Technology Divisions. To coordinate assigned activities with other City departments and outside agencies; and to provide highly responsible, complex administrative support to City management staff and the City Council.

## OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Administer, plan, and direct the activities of the following divisions: Financial Services, Human Resources, and Information Technology.
- Advise, consult and provide information to the Deputy City Manager - CFO regarding financial services, human resources, and information technology related issues and policies.
- Analyze, develop and present recommendations to the City Manager, Deputy City Managers, and/or City Council as necessary.
- Provide leadership and direction with planning and prioritizing tasks, strategic planning initiatives, and upholding the City's stated mission and values.
- Lead the City Manager's initiative to provide focused learning experiences and resources to improve performance and maximize leadership in the workplace.
- Administer and direct comprehensive programs; formulate and recommend policies, regulations and practices for carrying out the program; consult with and advise the City staff to coordinate the various phases of the policies, practices, federal regulations, ordinances and resolutions.
- Direct and participate in meetings with vendors, contractors, and consultants regarding the administration of work and/or contracts.
- Provide continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality customer service.
- Confer, advise and/or direct division heads on problems relating to activities within their division.
- Facilitate the resolution of employee relation issues as well as represent the City in matters of concern to associations representing City employees.
- Advise and assist the City Manager, Deputy City Managers, department management, and

employees in a variety of work related matters including the interpretation and application of policies and processes.

- In conjunction with City Manager’s Office and City Council, formulate, develop, maintain and promote a vision for future city-wide community development.
- Direct, oversee and participate in the development of the department's work plan; assign work activities, projects and programs; monitor workflow; review and evaluate work products, methods and procedures.
- Coordinate activities with those of other City departments and outside agencies and organizations; prepare and present staff reports and other necessary correspondence.
- Make presentations before the City Council and other boards, commissions and community organizations.
- Supervise and participate in the development and administration of the department budget; direct the forecast of additional funds needed for staffing, equipment materials, and supplies; monitor and approve expenditures; and implement midyear adjustments.
- Select, train, motivate and evaluate personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
- Have a strong commitment to value diversity in the Department and the City.
- Perform related duties as assigned.
- Physically present to perform the duties of the position.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT**

- Operate computers and other office machines using repetitive hand/eye movement;
- Considerable reading and close vision work;
- Requires working extended hours.

**COMPETENCIES**

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

*For more information about the City of Tempe’s competencies for all classifications:*

[City of Tempe, AZ : Competencies](#)

<b>JOB DESCRIPTION HISTORY</b>
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<i>Effective June 2014</i>
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