

## **BUSINESS SERVICES ADMINISTRATOR (GENERAL SERVICES)**

**DISTINGUISHING FEATURES OF THE CLASS:** An incumbent in this class is responsible for designing and implementing processes to build capacity for effective vendor setup, reporting and management within the County's financial system. Additionally, the incumbent provides training to increase capacity in program design, implementation, evaluation, vendor management, and reporting. Work is performed under the general direction of department leadership, with latitude for the exercise of independent judgment. Collaboration with various County divisions is required to ensure the effective adoption of tools and processes. The incumbent in this role will also assist in the development, maintenance, and updating of County standard operating procedures (SOPs). General supervision is exercised over the employees and consultants. Does related work as required.

**TYPICAL WORK ACTIVITIES:** The typical work activities listed below, while providing representative examples of the variety of work assignments in the title do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Collaborates with departments to develop and deliver educational materials, tools, and resources to support County departments in the utilization of New World Financial system, including vendor and item setup to ensure compliance with the scope of service included within vendor contracts;

Designs and delivers educational materials and resources to support County departments in the development and implementation of SOP's aimed at improving operational efficiencies, while ensuring compliance with local, state, and federal regulations;

Assists with the design and development of county-wide procurement training program, including processes related to the development of solicitations, the application of purchasing thresholds and best practices for optimizing taxpayer value;

Develops communications, training and processes to advance County's Sustainable Purchasing program;

Collaborates with County departments to identify opportunities for improved program design and evaluation processes; reviews and analyzes program data to meet performance metrics and organizational goals;

Develops procedures to support the standardization of processes across the County;

Maintains effective working relationships with key stakeholders to facilitate the adoption of new systems and practices aimed at improving efficiency;

Acts as the point of contact between General Services and other departments to coordinate shared resources or services related to organizational changes and alignments;

Implements, monitors and evaluates projects, programs and activities as directed, to ensure expected outcomes.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Thorough knowledge of principles and practices in program design, evaluation, and vendor management; good knowledge of federal, state, and local regulations related to program operations and contract compliance; strong understanding of systems development and data analysis; proficiency in developing and delivering training programs; excellent organizational and project management skills; ability to analyze program effectiveness and recommend improvements; ability to communicate complex concepts clearly and effectively to diverse audiences; strong interpersonal skills to establish and maintain effective working relationships with staff, vendors, and stakeholders; good judgment; accuracy; initiative.

**MINIMUM QUALIFICATIONS:** Either:

- A. Possession of a Master's Degree in Business Administration, Public Administration, Planning, Procurement, Operational Management, Finance or closely related field; **OR**
- B. Possession of a Bachelor's Degree in Business Administration, Public Administration, Planning, Procurement, Operational Management, Finance or closely related field and two (2) years of responsible work experience in business development, planning, purchasing or a closely related field; **OR**
- C. Possession of an Associate's Degree in Business Administration, Public Administration, Planning, Procurement, Operational Management, Finance or closely related field and four (4) years of responsible work experience in business development, purchasing, planning or a closely related field; **OR**
- D. Graduation from high school or possession of a high school equivalency diploma and six (6) years of responsible work experience in business development, purchasing, planning, or a closely related field; **OR**
- E. An equivalent combination of training and experience as described in A, B, C and D above.

**Note:** Your degree or college credits must have been awarded or earned by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

ULSTER COUNTY  
0978 BS AD GS  
Classification: Competitive  
NUMGT

Adopted: February 24, 2025

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