



CITY OF MCKINNEY

JOB DESCRIPTION

JOB TITLE: MEDC Operations Manager
REPORTS TO: MEDC President
FLSA: Exempt

JOB CODE: 9282
SAFETY SENSITIVE: No
GRADE: 19

WORKING FOR THE CITY OF MCKINNEY

Working for the City of McKinney is more than a job. It is an opportunity to make a meaningful difference in the lives of others. It is also an opportunity to have a hand in the development of one of the fastest growing communities in the nation. Proudly recognized on the Top Workplaces USA list by USA TODAY, our team is dedicated to making McKinney one of the best places to work, live, and raise a family. That's why we exist. Join us and start making a difference today.

OUR CORE VALUES

City of McKinney employees work hard and at a very fast pace. However, we also look after and support one another. All of us are guided by four employee-inspired values – Respect, Integrity, Service, and Excellence (RISE). We are also supported by servant-based leaders who foster and support a healthy, family-oriented culture. All new employees are expected to embrace and live by our core values and commit to helping us sustain our exceptional work environment as a high performance organization.

SUMMARY OF POSITION

The MEDC Operations Manager is responsible for overseeing daily operations that include managing resources, administering the budget, tracking project details, ensuring compliance with internal and external regulations, optimizing processes, driving customer satisfaction, fostering a culture of continuous improvement, leading groups to achieve organizational goals, assisting with special events, supervising the administrative support team, and representing the organization in various capacities to include vendor negotiations and property management.

GENERAL EXPECTATIONS FOR ALL EMPLOYEES

In order for us to continue to achieve our primary function of making McKinney a better place to live, work, and raise a family, we hold these expectations for all employees.

- Learn and demonstrate an understanding of how team, department, and City goals are interconnected.
- Contribute to a positive work culture.
- Maintain regular and reliable attendance.
- Ability to assess his/her work performance or the work performance of the team.
- Contribute to the development of others and/or the working unit or overall organization.
- Ability and willingness to work as part of a team, to demonstrate team skills, and to perform a fair share of team responsibilities.
- Ability to continuously learn and develop through a mix of internal and external training opportunities, and if applicable, encourage subordinates to do the same.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Develops and implements policies and procedures to ensure efficient and effective operations to support the goals, objectives, and priorities of the organization.
- Administers the MEDC budget, tracks financial projections, and monitors incentive expenditures.
- Manages the compliance process for economic incentive agreements; creates and approves contract compliance documentation; and coordinates with internal and external stakeholders on incentive obligations, milestones, and payments.

- Serves as the official record keeper of the MEDC, providing for the preparation and retention of meeting notifications, agendas, minutes, bylaws, resolutions, contracts, property information, and related documents.
- Monitors and approves, as applicable, the organization's timesheets, time off requests, and PCard usage.
- Reviews economic incentive agreements for development and integration of compliance documents, review of narrative memorandums, and other supporting materials.
- Conducts client follow up and communication to include compliance reminders on economic incentive agreements and tracks compliance progress.
- Reviews and directs the preparation of a variety of written correspondence and reports, including Board Meeting agendas, minutes, and other written materials.
- Assists with special events and oversees the administrative support of the team's speaking engagements, conferences, business travel, tours, site visits, and other related activities.
- Uses strong communication skills to foster a culture of innovation and productivity in the workplace.
- Keeps up to date with industry trends and best practices.
- Incorporates new technologies, operating systems, and business processes when necessary.
- Manages activities and/or requests pertaining to MEDC properties, maintenance, easements, etc.
- Coordinates responses to Public Information Requests with the City Attorney regarding agreements, contracts, and incentive agreements.
- Manages professional, technical, and clerical personnel.
- Provides timely, accurate and thorough performance evaluations for supervised employees.
- Manages special projects as assigned.

OTHER JOB FUNCTIONS:

- Perform other duties as assigned or directed.

KNOWLEDGE, SKILLS, ABILITIES, AND BEHAVIORS

- Ability to embrace and embody the City's core values of Respect, Integrity, Service, and Excellence (R.I.S.E.).
- Knowledge of EDC policies and procedures.
- Knowledge of supervisory principals including personnel motivation, interviewing, hiring, oversight, evaluation and discipline.
- Skill in the application of Generally Accepted Accounting Principles.
- Certification as a Notary to notarize necessary documents.
- Ability to handle a wide variety of tasks and projects with minimal supervision and direction.
- Ability to handle confidential information in a responsible manner.
- Ability to identify problems and propose solutions in a timely manner.
- Ability to review economic incentive agreements and compliance documentation for discrepancies and conformance to standards.
- Advance skill with computers and related equipment, hardware and software to include Microsoft Office (including Word, Excel, PowerPoint, and Outlook) for the development of various communications, budgets, presentations, graphics, charts and management level papers/reports; ability to become highly proficient in the use of Salesforce client management software
- Proficiency in reading complex legal agreements and contracts and extracting out financial deal points and performance agreement milestones; ability to convert such data into comprehensive certificates of compliance documentation.
- Skill in resolving customer concerns.
- Ability to communicate effectively both orally and in writing with peers, supervisors, subordinates, and people to whom service is provided.
- Ability to produce desired work outcomes, including quality, quantity, and timeliness.
- Ability to plan and organize work, time, and resources, and if applicable, that of subordinates.
- Ability to work in a team environment; contribute as a team member and treat co-workers, subordinates, and customers with respect.
- Build professional relationships with internal and external customers.
- Offer flexibility and adaptability, especially during times of change.

MINIMUM QUALIFICATIONS

Any work related experience resulting in acceptable proficiency levels in the below Minimum Qualifications may be an acceptable substitute.

A bachelor's degree in Business Administration or related field and two (2) years of administrative, financial, and operations management experience are required.

PREFERRED QUALIFICATIONS

- Five (5) years of administrative, financial, and operations management experience.

CONDITIONS OF EMPLOYMENT

- Must pass a drug screen and background check.
- Must have Class C Texas Driver's License

PHYSICAL DEMANDS

Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing, and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods at a keyboard or workstation. Some tasks require visual perception, discrimination, and oral communications ability.

WORK ENVIRONMENT

May be subject to repetitive motion such as typing, data entry and vision to monitor. May be subject to extended periods of standing, bending, reaching, kneeling, and lifting, such as setting up for meetings and events, transporting equipment, or materials and supplies. Must be able to occasionally lift up to twenty-five (25) pounds. Work is performed in an office setting, off-site and at special events.

The above statements describe the general nature and level of work being performed as of the date of preparation and approval. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of the position. Employees holding this position will be required to perform any other job-related duties as requested by management. The job description does not constitute an employment agreement between the employer and employee, and all requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

The City of McKinney is an equal opportunity employer (EOE) committed to an alcohol / drug free workplace and to providing equal opportunities regardless of age, race, color, gender, religion, national origin, marital status, veteran status, disability or any other legally protected status.

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