



THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA  
JOB DESCRIPTION

POSITION TITLE: Director, Business Support Center  
JOB CODE: W-028  
CLASSIFICATION: Exempt  
SALARY BAND: D  
BARGAINING UNIT: ESMAB  
REPORTS TO: Chief Strategy & Operations Officer  
CONTRACT YEAR: Twelve Months

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**POSITION GOAL:** Develop and implement best practices by managing the daily operations of the Business Support Center (BSC). The ultimate goal is to give schools and departments for the provision of centralized business services to Broward District Schools and departments, giving leadership and staff a greater opportunity to focus on student learning and achievement. Provide oversight and direction for all Business Support Center (BSC) service offerings, including bookkeeping, budgetkeeping, supply distribution, and other essential services deemed necessary and aligned with BSC capabilities.

**ESSENTIAL PERFORMANCE RESPONSIBILITIES:**

The Director, Business Support Center shall carry out the performance responsibilities listed below:

- Work in collaboration with the budget and finance office to ensure timely delivery of BSC services to schools and departments.
- ensure Ensure that services provided to schools and departments support High Quality Instruction (HQI). ~~The Director will provide~~ Provide oversight in for the application of best practice and results driven benchmarks to maximize the value of support services rendered across the organization.
- oversee Oversee the administration and enforcement provisions of the Florida Statutes, School Board Policies, and Standard Practice Bulletins as they relate to business operations.
- ensure Ensure compliance with regulations, as well as direct implementation of required processes.
- establish Establish goals, objectives, quality and operational standards, and action plans consistent with District goals and strategic commitments; implement tracking systems which produce expected outcomes to meet the BSC operational needs of the District.
- develop Develop BSC operations and ensure sound management for all units under management, which include Budgeting and Internal Accounting responsibilities.
- seek Seek and implement innovative solutions to challenges arising from personnel staffing, emerging technologies, and operational efficiencies.
- ensure Ensure effective department operations by developing, documenting, updating, and implementing operating procedures and Standard Practice Bulletins.
- assist Assist with the planning and reviewing of new projects in various stages of development.
- coordinate Coordinate workshops with senior leaders regarding changes in business operating procedures.
- maintain Maintain communication with school administrators and staff to ensure that school business needs are met.
- coordinate Coordinate the development of curriculum ~~to use~~ for bookkeeping and budgetkeeping procedures. Develop and implement and effective use of internal controls for BSC services and processes clients.
- work in conjunction with Talent Development Department to conduct Plan, organize and deliver workshops to familiarize stakeholders with changes in laws, regulations and policies governing internal accounts, budget, and other business center operations.
- coordinate Coordinate the development and maintenance of Internal Activity Funds and Standard Practice Bulletins to ensure adherence to state law and School Board Policy.

- ~~collaborate~~ Collaborate with the Chief Auditor to ensure efficiency of BSC operations and follow-up ~~on~~ with schools with on audit exceptions and provide assistance to eliminate chance of repeat findings.
- ~~coordinate~~ Coordinate the preparation and timely filing of annual state reports.
- ~~conduct~~ Conduct periodic surveys to assess the needs Business Center stakeholders.
- ~~review~~ Review and recommend changes to policies, procedures and programs within assigned responsibilities to produce operational efficiencies.
- ~~oversee the management of a deadline-driven, detail-intensive Printing Services department. Ensure that tools and resources are available to manage a productive, customer friendly printing services department.~~
- ~~liaise~~ Liaise with management, ~~district schools, and District departments, and external vendors, and /suppliers~~ to troubleshoot problems and provide innovative solutions.
- ~~ensure~~ Ensure that proper billing and cost documentation is available and maintained for all ~~printing jobs~~ services. Accurate Provide final billing must also be available to clients upon request.
- ~~ensure that multi-stage quality control procedures are performed along with any additional value-added checking before the print jobs is complete and released to the customer.~~
- ~~perform~~ Perform and promote all activities in compliance with the equal employment and non-discrimination policies of ~~the~~ The School Board of Broward County, Florida.
- ~~participate~~ Participate in the training programs offered to enhance the ~~individual's skill~~ individual skills and proficiency related to the ~~assignments~~ job responsibilities.
- Review current developments, literature and technical sources of information related to job responsibilities.
- ~~ensure~~ Ensure adherence to ~~good~~ safety rules and procedures.
- Follow federal and state laws, as well as School Board policies.
- ~~perform~~ Perform other duties as assigned by the ~~Chief Strategy & Operations Officer~~ immediate supervisor, or designee.

#### MINIMUM QUALIFICATIONS & EXPERIENCE:

- An earned bachelor's degree from an accredited institution.
- A minimum of ten (10) years, ~~within the last fifteen (15) years, of progressively more responsible experience and/or training in the field related to the performance responsibilities of the position.~~
- Prior work experience ~~must have included~~ in fiscal, operational, and managerial oversight for diverse operations in a large institutional setting.
- Working knowledge gained from experience in the following fields: Auditing, Internal Accounts, Accounting, Budget or Payroll.
- Excellent ~~verbal and written~~ communication skills to effectively interact with internal and external customers.
- Computer skills ~~are as~~ required for the position.

#### PREFERRED QUALIFICATIONS & EXPERIENCE:

- An earned master's degree from an accredited institution.
- ~~A minimum of six (6) years, within the last ten (10) years of progressively more responsible experience and/or training in the field related to the performance responsibilities of the position.~~
- Bilingual skills.

#### SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Works with all cabinet members, executive directors, directors, principals, and labor organizations. Collaborates with local, regional, state, national institutions, organizations, and agencies to ensure the delivery of effective operational services. Maintains strong working relationships with ~~district~~ District staff and the community to ensure Business Support Center services supports the enhancement of quality of education for students of Broward County Public Schools.

#### PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

**TERMS OF EMPLOYMENT:**

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

**EVALUATION:**

Performance will be evaluated in accordance with Board policy.

Board Adopted: 4/18/06

Revised: 4/07/15

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