



Business Manager – Human Services #02970

City of Virginia Beach – Job Description

Date of Last Revision: November 10, 2025

FLSA Status: Exempt

Pay Plan: Administrative

Grade: 19

City of Virginia Beach Organizational Mission and Values

The City of Virginia Beach exists to enhance the economic, educational, social, and physical quality of the community and provide sustainable municipal services which are valued by its citizens.

The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Class Summary

- Manage the financial, contractual, customer service, fleet, facilities, and benefits fraud functions of Human Services.
- As a City Manager appointee, this position serves at the pleasure of the City Manager and is not considered part of the merit service as defined in City Code, section 2-75.

Representative Work Functions and Responsibilities

- Supervise divisional leads in Business Administration Division; interview, coach, develop, evaluate and discipline staff; provide training opportunities, team building, and collaborative meeting time for all supervisors, managers, and direct reports in the division.

- Manage departmental financial functions, including accounts payable; fee for service billing and accounts receivable; payroll; grants, federal, state, local, and management data analysis and reporting; vendor contracting. Provide timely responses to City Finance requests for information. Coordinate on-site financial and programmatic audits.
- Ensure compliance with City internal controls, Generally Accepted Accounting Principles (GAAP), and Virginia Department of Behavioral Health and Developmental Services (DBHDS), Virginia Department of Social Services (VDSS), Children's Services Act (CSA) and other related financial rules and regulations.
- Prepare department's operating and multi-year fund budgets; submit timely responses to Office of Budget and Management (OBM); participate in budget presentations to City leadership; prepare City Council Agenda Items for mid-year budget issues and represent department at Agenda Setting meetings.
- Present operating and analytical financial reports to Executive Leadership Team (ELT) and make recommendations to establish long/short-range goals and objectives.
- Develop divisional strategic plan to support overall department mission and goals.
- Oversee vendor contract development, review all vendor contracts and renewals prior to execution, participate in RFP committees as required.
- Provide oversight of facilities and fleet management, call center, and client transportation services.
- Provide oversight of benefits fraud and handle escalated customer complaints when necessary.
- Act as CSA Fiscal Agent by directly supervising CSA Accountant, approving CSA pool and administration reimbursement requests, presenting financial budget v. actual reports to the Community Policy and Management Team (CPMT) and downloading Medicaid reports for analysis by CSA Accountant
- Participate as member of ELT. Attend Department Leadership Meetings (DLM), portfolio retreats, and City Council meetings as required.
- Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on the current workloads and department needs.

Performance Standards

- Ensure that the division is well managed and operated efficiently and in compliance with local, state and federal policies as well as City and departmental procedures.
- Services are delivered in a highly professional manner with exceptional customer service quality.
- Financial reporting is timely and accurate.

- Billing receipts are maximized
- Staff is engaged, trained, supported and productive.
- Expectations are clearly communicated and in alignment with the goals and mission of the department.
- Participation in leadership decisions is thoughtful, relevant and effective.

Minimum Qualifications

- Bachelor's degree in accounting or related field and six (6) years of related experience, three (3) years of which are in a supervisory role OR any combination of education (above the high school level) and/or experience equivalent to ten (10) years in fields utilizing the required knowledge, skills and abilities such as business/public administration, finance administration, accounting, budget, or management/program analysis.
- Must have a current and valid driver's license.

Preferred Qualifications

Bachelor of Science in Accounting or Business/Public Administration, and a Master's degree in Business/Public Administration; and a minimum of ten (10) years of experience in a management role utilizing the required knowledge, skills, and abilities.

Special Requirements

All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies.

Working Conditions

Working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level both internally and externally with all posted open positions.

NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City's business.

DISCLAIMER:

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.