



City of Missoula

Business Manager - Public Works and Mobility

SALARY	\$37.12 - \$42.66 Hourly \$77,209.60 - \$88,732.80 Annually	LOCATION	Missoula, Montana
JOB TYPE	Regular, Full-Time	JOB NUMBER	00733
DEPARTMENT	Public Works & Mobility	DIVISION	PWM-Administration
OPENING DATE	07/13/2026	CLOSING DATE	8/9/2026 11:59 PM Mountain

Overview

Lead the operations behind the services that keep Missoula moving.

As the **Business Operations Manager**, you'll provide strategic leadership and operational oversight for the Public Works & Mobility Department, ensuring people, processes, technology, and resources are aligned to achieve organizational goals. Working closely with executive leadership, you'll guide department-wide initiatives, improve operational effectiveness, and foster a culture of innovation, accountability, and exceptional public service.

This position is ideal for an experienced leader who enjoys solving complex organizational challenges, building collaborative relationships, and driving continuous improvement. If you're passionate about strategic planning, organizational development, and delivering results that benefit the community, we encourage you to apply.

Screening of applications will begin on Monday, August 10, 2026. You must apply by 11:59 p.m. MT on Sunday, August 9th.

To Apply: All applicants must submit a **City of Missoula Application AND a Cover Letter** explaining your interest in this position and detailing how your experience and education meet the qualifications.

Failure to attach the cover letter will result in your application being incomplete, and therefore, not reviewed by the hiring manager.

Resumes will not be reviewed. All details should be entered on the application.

Starting Pay:

This is a salaried (Exempt) position. The starting salary for this position is \$77,210 to \$88,733 annually (\$37.12 to \$42.66 per hour), depending on qualifications and experience. This position has a full salary range of \$77,210 to \$94,058 annually (\$37.12 to \$45.22 per hour), reflecting potential wage growth over time through annual longevity increases and cost-of-living adjustments.



Essential Functions

- **Organizational Leadership**
 - Serve as a strategic advisor to the Director on organizational performance and operational effectiveness.
 - Lead implementation of departmental strategic plans, initiatives, and organizational priorities.
 - Coordinate work across engineering, transportation planning, utilities, streets, cemetery, and administrative functions.
 - Facilitate executive leadership meetings and monitor progress toward departmental goals.
 - Lead organizational change management efforts.
- **Business Operations**
 - Direct departmental administrative and business operations.
 - Develop and improve business processes to increase efficiency, accountability, and customer service.
 - Establish and monitor operational policies, procedures, and internal controls.
 - Oversee and manage contracts, including maintenance and security; assist management and human resources with coordination of collective bargaining agreements (CBAs).
 - Coordinate with City Risk Management to ensure business continuity and emergency preparedness planning.
- **Strategic Initiatives**
 - Develop and maintain department performance measures and operational dashboards.
 - Monitor organizational performance and identify opportunities for improvement.
 - Lead continuous improvement initiatives and process redesign.
 - Coordinate annual work planning and performance reporting.
 - Manage department-wide initiatives spanning multiple divisions.
 - Coordinate the implementation of technology improvements and operational modernization.
 - Support innovation and implementation of best practices.
- **Organizational Development**
 - Provide leadership and supervision to administrative, safety and risk management, facilities, communications, and other assigned staff.
 - Foster collaboration and communication across divisions.
 - Support leadership development, succession planning, recruitment, retention, and workforce development.
 - Promote a culture of accountability, continuous improvement, and customer service.
- **Executive Support**
 - Prepare reports and presentations for executive leadership, City administration, and elected officials.
 - Represent the Director in meetings and projects as assigned.
 - Coordinate responses to high-priority organizational issues.
 - Lead special projects requiring cross-departmental coordination.
 - Perform other duties as assigned, based on training and qualifications.

Knowledge, Skills and Abilities

- Knowledge of business and public administration principles and practices, including organizational management, strategic planning, operations management, performance management, project management, organizational

development, and continuous improvement.

- Knowledge of, or the ability to learn, public sector administration, including collective bargaining agreements, risk management, and applicable federal, state, and local laws, regulations, policies, and procedures affecting municipal operations.
- Knowledge of employee supervision and organizational leadership, including workforce planning, coaching, performance management, team development, change management, and fostering a collaborative, high-performing workplace culture.
- Knowledge of project management principles and business process improvement methodologies, with the ability to manage department-wide initiatives from planning through implementation.
- Knowledge of workplace safety principles and risk mitigation practices, with the ability to promote and ensure compliance with departmental and City safety policies.
- Skill in utilizing various computer software and databases, including Microsoft 365, and the ability to learn job-specific applications and equipment.
- Skill in managing multiple projects with shifting priorities and timeline demands.
- Skill in organization, time management, and prioritizing with the proven ability to have keen attention to detail and accuracy in performing work with adherence to strict deadlines.
- Skill in developing, implementing, and evaluating organizational policies, procedures, business systems, and operational strategies for improving efficiency, effectiveness, accountability, and service delivery.
- Skill in executing excellent interpersonal, facilitation, negotiation, and communication skills, including the ability to build productive relationships; resolve conflicts; respond effectively to public inquiries and concerns; and communicate clearly with diverse groups and individuals, including employees, elected officials, executive leadership, partner agencies, and the public.
- Ability to conduct organizational, operational, and cost-benefit analyses; evaluate alternatives; and develop data-driven recommendations to support executive decision-making.
- Ability to lead complex, cross-functional initiatives, build consensus, manage competing priorities, and influence outcomes across diverse technical disciplines.
- Ability to maintain and foster a culture of professionalism, adhere to departmental and City standards and specifications, and support a positive team environment.
- Ability to exercise sound judgment, maintain and exhibit integrity and discretion in handling confidential and sensitive information, adapt to changing organizational needs, remain current on emerging trends and best practices, and interpret and apply complex laws, regulations, policies, and procedures.
- Ability to learn departmental and City of Missoula practices and procedures.

Working Conditions:

- Work environment may involve occasional exposure to unavoidable seasonal weather conditions, occupational hazards, and construction hazards, which require basic safety precautions.
- Position may require occasional work outside of normal business hours.
- Duties may involve contact with the public, other employees, and/or vendors.

Qualifications and Additional Application Materials

- Any combination of education and experience equivalent to seven (7) years of progressively responsible management experience in local government, utilities, or a comparable organization.
- Demonstrated experience leading organizational improvement, strategic initiatives, and cross-functional teams, including supervisory experience.
- Preferred qualifications include higher education and/or certifications in project management, organization administration, management, public administration, or other closely related field.

The City of Missoula does not sponsor employment visas (e.g., F-1, H-1B, TM). Applicants must be authorized to work in the United States on a full-time basis at the time of application.

Employer

City of Missoula

Address

435 Ryman Street
Human Resources
Missoula, Montana, 59802

Phone

406-552-6130

Website

<https://www.ci.missoula.mt.us/>

Business Manager - Public Works and Mobility Supplemental Questionnaire

***QUESTION 1**

Have you attached a Cover Letter as required for this application?

☐ Yes

☐ No

* Required Question