



BUSINESS SERVICES MANAGER Underutilized Business Compliance City of Durham, NC

The City of Durham, North Carolina is seeking a strategic, collaborative, and community-focused leader to serve as its next Business Services Manager – Underutilized Business Compliance (UBC) within the Department of Finance.

ABOUT DURHAM, NORTH CAROLINA

Durham is nationally recognized as one of the most innovative and fastest-growing communities in the Southeast. Known for its entrepreneurial energy, thriving arts and cultural scene, and internationally respected healthcare and research institutions, Durham continues to distinguish itself as a forward-thinking city where innovation and community values intersect.

Durham offers an exceptional quality of life with nationally recognized restaurants, vibrant neighborhoods, renowned universities, and easy access to the Research Triangle region.

City of Durham by the Numbers

~305,000	Population
112 miles²	Area
~2,600+	City Government Employees
\$392,800	Median Value, Owner-Occupied Housing Units
\$81,619	Median Household Income

Sources: US Census Bureau, City of Durham

ABOUT THE UNDERUTILIZED BUSINESS COMPLIANCE DIVISION

Within the City of Durham's Department of Finance, the Underutilized Business Compliance Division plays a vital role in advancing Durham's commitment to ensuring minority-owned, women-owned, and small local businesses have meaningful access to contracting and procurement opportunities. Through the Equal Business Opportunity Program (EBOP) and Small Local Business Enterprise (SLBE) programs, the City actively promotes participation for all in public contracting while strengthening Durham's local business ecosystem.

ABOUT THE OPPORTUNITY

Outstanding opportunity for an experienced professional who is passionate about increased supplier participation, expansive public-sector contracting, and building strong partnerships between local government and the business community.

The Business Services Manager serves as a key liaison among City departments, contractors, vendors, community organizations, and external stakeholders. This leader will help strengthen Durham's contractor ecosystem development efforts while enhancing outreach, compliance monitoring, reporting, and program effectiveness.

The anticipated hiring range for this position is \$85,654 – \$119,000 annually, depending on qualifications and experience. The City of Durham offers a competitive executive benefits package that includes participation in the North Carolina Local Government Retirement System, health and wellness benefits, paid leave, and professional development opportunities.

KEY RESPONSIBILITIES

Among the key responsibilities of the position, the Business Services Manager, UBC will:

- Lead and manage the City's Underutilized Business Compliance Division, including strategic planning, budgeting, personnel oversight, operational performance, and program administration.
- Administer the Equal Business Opportunity Program (EBOP) and Small Local Business Enterprise (SLBE) programs to increase participation among minority-owned, women-owned, and small local businesses.
- Monitor bids, requests for proposals, and contracts to ensure compliance with City ordinances, supplier goals, procurement requirements, and applicable regulations.
- Oversee vendor certification tracking, participation reporting, subcontractor payment monitoring, and compliance auditing activities.
- Develop and implement policies, procedures, manuals, reporting tools, and process improvements related to compliance and initiatives to expand supplier participation.
- Lead outreach, education, and engagement initiatives to support awareness of and participation in City contracting opportunities.
- Collaborate with City leadership, legal counsel, contractors, vendors, and community partners to resolve complex compliance issues and advance program objectives.
- Manage division operations related to public affairs, marketing, technology systems, budgeting, outreach, and reporting functions.

QUALIFICATIONS

The successful candidate for the position of Business Services Manager, UBC will be a collaborative and solutions-oriented leader with a Bachelor's degree in business administration, public administration, or a directly related field; five years of progressively responsible professional experience related to the position assignment; and two years of supervisory experience. A master's degree in business administration, public administration, accounting, or a related field is preferred.

The ideal candidate will also possess the following set of skills, experiences, and commitments:

- Experience managing compliance, contracting, supplier diversity, procurement, economic inclusion, or related public-sector programs
- Knowledge of federal, state, and local regulations related to minority participation and contracting compliance
- Strong analytical and organizational skills
- Excellent interpersonal and communication skills
- Experience supervising and developing professional staff
- Ability to navigate complex issues with diplomacy and strategic thinking
- Demonstrated commitment to community engagement and economic opportunities for all

TO APPLY

POLIHIRE is partnering with the City of Durham to recruit the Business Services Manager, Underutilized Business Compliance. To be considered for this position, please attach 2 PDFs – a letter of interest and your resume – in an email to **UBC_Durham@polihire.com**. Please include only your name (Last, First) in the subject line.

The City of Durham is an Equal Opportunity Employer.