

OCCUPATIONAL GROUP: Business Administration

CLASS FAMILY: Business Operations and Administrative Management

CLASS FAMILY DESCRIPTION:

This family of positions includes those which perform administrative duties in business operations. These positions include responsibility for management of an agency, manage the business operations within an agency, or perform a variety of duties associated with the daily business operations of an office, such as assets, budgets, procurement, financial, and human resources. These positions range in level with varying responsibility and accountability. These positions may require individuals to represent the agency or division in matters of routine administrative importance. Responsibilities include involvement in a variety of special projects affecting the agency or department and requiring research and analysis; interpretation of organizational policies, standards, etc.; communication with internal and external contacts; and preparation of formal reports, letters, and similar documentation on matters concerning the organization.

CLASS TITLE: Privacy Officer

DISTINGUISHING CHARACTERISTICS:

These positions perform complex administrative and regulatory work overseeing all ongoing activities related to the development, implementation, maintenance of, and adherence to the department's policies and procedures covering the privacy of and access to personally identifiable information which may include HIPAA covered protected health information in compliance with federal and state laws and the department's information privacy practices. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Directs a department's privacy program; advises or keeps administrator and Chief Privacy Officer informed of program.
- Monitors federal and state privacy laws, regulations and court decisions to ensure department privacy compliance; revises policies and procedures based upon changes in laws, in consultation with counsel and/or other state officials.
- Implements and maintains privacy policies and procedures.
- Conducts educational and training programs on privacy, including material changes in law.
- Cooperates with the other state and/or federal government agencies and counsel in any appropriate privacy program investigations.
- Coordinates with the department security officer and other health information management and information technology professionals to ensure alignment between security and privacy practices.
- Participates on WV Executive Branch Privacy Management Team.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of federal and state privacy laws and regulations.
- Knowledge of the theories, principles, and techniques of the area of assignment.
- Knowledge of information privacy laws, access, and release of information.
- Knowledge of information technology issues.
- Skilled in organizing, facilitating, communicating, and presenting.
- Ability to plan, direct, and coordinate the privacy program and the administrative activities of the unit.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships with employees, other government officials, and the public.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: Four to six years of full-time or equivalent part-time verifiable experience related to developing, administering, giving legal advice, or conducting training on privacy policies or procedures.

Education and/or Experience Substitution: Additional full-time or equivalent part-time verifiable experience related to developing, administering, giving legal advice, or conducting training on privacy policies or procedures claims may substitute for the required education on a year for year basis. Successful completion of a Master's or Juris Doctorate Degree from a regionally accredited college or university plus six months experience in developing, administering, giving legal advice, or conducting training on privacy policies or procedures may substitute for the required experience.

Certifications, Licenses, Registrations: None.

CLASS TITLE: Privacy Officer Senior

DISTINGUISHING CHARACTERISTICS:

These positions perform work at the advanced level by providing administrative and regulatory coordination of complex technical assistance in directing the Executive Branch Privacy activities. The Officer Seniors have primary responsibility for developing standards for compliance, monitoring, and/or evaluation of Executive Branch Agency Privacy program operations, and the development of periodic reporting. These positions exercise considerable latitude in varying methods and procedures to achieve the desired results. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Assists the Chief Privacy Officer in leading the Executive Branch's Privacy Program.

- Assists the Chief Privacy Officer in identifying, drafting, implementing, and maintaining Executive Branch privacy policies and procedures through the department Privacy Officers.
- Coordinates and oversees the department Privacy Officers educational and training programs on privacy.
- Oversees the privacy incidents occurring across Executive Branch agencies, to include notification and reporting.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of federal and state privacy laws and regulations.
- Knowledge of auditing principles and practices.
- Knowledge of the theories, principles, and techniques of the area of assignment.
- Knowledge of privacy laws, access and release of information.
- Knowledge of information technology issues.
- Ability to plan, direct, and assist in the coordination of the privacy program and the administrative activities of the unit.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships with employees, other government officials, and the public.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: Five to six years of full-time or equivalent part-time verifiable experience related to developing, administering, giving legal advice, or conducting training on privacy policies or procedures.

Education and/or Experience Substitution: Additional full-time or equivalent part-time verifiable experience related to developing, administering, giving legal advice, or conducting training on privacy policies or procedures claims may substitute for the required education on a year for year basis. Successful completion of a Master's or Juris Doctorate Degree from a regionally accredited college or university plus six months experience in developing, administering, giving legal advice, or conducting training on privacy policies or procedures may substitute for the required experience.

Certifications, Licenses, Registrations: None.

CLASS TITLE: Chief Privacy Officer

DISTINGUISHING CHARACTERISTICS:

Performs advanced level complex administrative and regulatory work directing the Executive Branch privacy activities. Has overall privacy program responsibilities, including monitoring and interpreting privacy laws and regulations, implementing Executive Branch policies and procedures, conducting educational programs, auditing, and administering reviews. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Oversees the Executive Branch's Privacy Program; assigns, tracks, and leads the implementation of the privacy program, the WV Executive Branch Privacy Management Team and the State Privacy Office.
- Identifies, drafts, implements, and maintains Executive Branch privacy with regard to all personally identifiable information, including HIPAA covered protected health information, policies and procedures through the department Privacy Officers.
- Develops, implements, and maintains the privacy program goals and strategies.
- Monitors and interprets federal and state privacy laws and regulations.
- Maintains a privacy infrastructure throughout the Executive Branch.
- Ensures through the department Privacy Officers that all privacy requirements are implemented.
- Supports the department Privacy Officers regarding educational and training programs on privacy for all members of the workforce, including material changes in law.
- Monitors the department Privacy Officers' incident process and directs changes as needed.
- Analyzes incidents in the aggregate across the Executive Branch and initiates Executive Branch-wide implementation of any necessary changes.
- Directs an internal privacy audit program.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the Constitution, relevant statutes, court decisions, state and federal laws, regulations, and policies.
- Knowledge of legal methods and processes including the administrative regulation promulgation process, and legislative drafting and process.
- Knowledge of information privacy laws, access and release of information.
- Knowledge of security and information technology laws.
- Knowledge in and ability to apply the principles of project management and change management.
- Skill in organizing, facilitating, communicating, and presenting.
- Skill in oral presentation, written communications, and persuasive and technical writing
- Ability to analyze facts and legal documents.
- Ability to interpret laws, regulations, and policies.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships with employees, other government official, and the public.
- Ability to supervise others.
- Ability to plan, direct, and coordinate the privacy program across the Executive Branch through department privacy officers.

MINIMUM QUALIFICATIONS:

Education: Juris Doctorate Degree from a regionally accredited college or university.

Experience: Six to seven years of full-time or equivalent part-time verifiable experience related to developing, administering, giving legal advice, or conducting training on privacy policies or procedures.

Education and/or Experience Substitution: One year of full-time or equivalent part-time verifiable experience as an attorney serving as a department Privacy Officer may substitute for two years of the experience requirement.

Certifications, Licenses, Registrations: Admission to practice law in the State of West Virginia.

CLASS TITLE: Business Operations Support Specialist

DISTINGUISHING CHARACTERISTICS:

These positions perform a variety of administrative support work in the business operations, such as fiscal, human resource, payroll, fleet, and procurement. They may have budgetary responsibilities and/or be authorized to use a P-Card. Some positions may supervise. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Prepares and reviews financial and budget documents; such as appropriation requests, expenditure schedule; monitors expenditures; deposits checks.
- Prepares and submits payroll and tax documents.
- Prepares purchasing documents; coordinates the purchasing card; ensures purchasing activities are in compliance with rules and regulations; reconciles documents; orders and/or purchases supplies, equipment, or other items.
- Performs travel services administrative support work; completes and/or reviews travel settlement forms ensuring compliance with rules and regulations; makes travel arrangements.
- Performs human resources administrative support work; prepares documents; ensures compliance with rules and regulations; arranges and participates in interviews; answers inquiries.
- Performs employee benefit administrative support work; prepare documents; ensures compliance with rules and regulations; explains benefits and answers inquiries.
- Coordinates inventory to ensure compliance with rules and regulations; tags items; performs on-site audit of agency inventory.
- Maintains inventory of fleet; maintains and schedules vehicle maintenance.
- Provides input on and prepares policy and procedure manuals.
- Posts documents; corrects documents; maintains files.
- May supervise others; conducts performance evaluations, trains staff.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of regulations, processes and procedures in the area of assignment.
- Knowledge of principles and procedures in the area of assignment.
- Knowledge of state and federal laws and regulations related to the area of assignment.
- Ability to prepare documents in the area of assignment.
- Ability to collect and compile accurate information.
- Ability to communicate with a wide variety of people, both orally and in writing.
- Ability to establish and maintain effective working relationships with employees, other government officials, and the public.
- Ability to perform math functions.

MINIMUM QUALIFICATIONS:

Education: Bachelor’s degree from a regionally accredited college or university.

Experience: One to two years of full-time or equivalent part-time verifiable experience related to the Business Operations and Administrative Management job family.

Education and/or Experience Substitution: Additional coursework from a regionally accredited college or university related to the Business Administration occupational group may substitute for the required experience on a year for year basis,

Certifications, Licenses, Registrations: None.

CLASS TITLE: Business Operations Specialist

DISTINGUISHING CHARACTERISTICS:

These positions perform complex administrative support in business operations, may have supervisory responsibilities, and have some authority to vary work methods and policy applications and to commit the agency to alternative course of action. These positions have budgetary responsibilities. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Interprets statutes, regulations and policies to agency employees; researches issues using statutes, rules and regulations; provides technical assistance in area of assignment to agency employees.
- Develops policies and procedures for resolving operational problems and for improving administrative services.
- Plans and administers financial functions; prepares and reviews financial and budget documents, such as appropriation requests, expenditure schedule; analyzes and monitors expenditures; prepares, analyzes monitors and maintains the budget; calculates and approves fees.
- Plans and administers purchasing functions; prepares purchasing documents; coordinates the purchasing card; ensures purchasing activities are in compliance with rules and regulations; reconciles documents; orders and/or purchases supplies, equipment, or other items.

- Plans and administers travel functions; completes and/or reviews travel settlement forms ensuring compliance with rules and regulations.
- Plans and administers human resources functions; prepares documents; ensures compliance with rules and regulations; arranges and participates in interviews; answers inquiries.
- Plans and administers employee benefit functions; prepare documents; ensures compliance with rules and regulations; explains benefits and answers inquiries.
- Researches and prepares contracts.
- Prepares, monitors, and maintains grants.
- Researches and analyzes data.
- May supervise others; conducts performance evaluations, trains staff.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of regulations, processes and procedures in the area of assignment.
- Knowledge of principles and procedures in the area of assignment.
- Knowledge of state and federal laws and regulations related to the area of assignment.
- Ability to conceptualize the nature of service difficulties and devise appropriate work methods, tools, and configurations to correct the problem.
- Knowledge of budgeting principles and practices.
- Ability to analyze and interpret accounting records.
- Ability to prepare documents in the area of assignment.
- Ability to collect and compile accurate information.
- Ability to plan, organize and direct the work of others.
- Ability to establish and maintain effective working relationships with employees, other government officials, and the public.
- Ability to communicate with a wide variety of people, both orally and in writing.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: Two to four years of full-time or equivalent part-time verifiable experience related to the Business Operations and Administrative Management job family.

Education and/or Experience Substitution: Additional fulltime or equivalent part-time verifiable experience related to the Business Operations and Administrative Management job family may substitute for the required education on a year for year basis. Additional coursework from a regionally accredited college or university related to the Business Administration Occupational group may substitute for the required experience on a year for year basis.

Certifications, Licenses, Registrations: None.

CLASS TITLE: Business Operations Specialist Senior

DISTINGUISHING CHARACTERISTICS:

These positions perform complex work in administering a state program, which is travel management or property and casualty insurance claims. In the area of travel management serves

as the statewide travel manager for state business travelers in planning, organizing and coordinating all aspects of the travel management. In the area of property and casualty insurance, reviews, evaluates, negotiates, and disposes property and casualty insurance claims and oversees vendor insurance carrier handling and disposition of property and casualty insurance claims. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Plans, organizes, coordinates, and administers all aspects of the state travel management program; performs quality assurance checks and audits all contracts and processes.
- Interpret statutes, regulations and policies to all state agencies travel coordinators, other managers, political subdivisions and the public.
- Develops and revises rules, regulations and procedures for the state travel program.
- Renders decisions and approves exceptions in unusual situations regarding travel management.
- Develops new procedures to facilitate more efficient and economical travel management programs.
- Maintains records and prepares reports related to the operation and effects of travel management programs, such as business travel patterns, business travel expenses and pricing structure of travel related vendors.
- Conducts training and informational seminars regarding the travel management programs.
- Investigates and evaluates multi-line property and casualty insurance claims; interviews or corresponds with claimants or agents to elicit information, correct errors or omissions on claim forms.
- Researches insurance coverage and determine applicability.
- Reviews and recommends changes in policies.
- Reviews and comprehends medical reports, correspondence and technical reports.
- Prepares reports regarding the status of claims.
- May supervise subordinates; may assign and review the work of subordinate employees.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the laws, rules and regulations in the area of assignment.
- Knowledge of multi-line insurance claims practices.
- Ability to manage the activities involved in the travel management program.
- Ability to develop and apply procedures and guidelines for the area of assignment.
- Ability to evaluate the travel program performance.
- Ability to evaluate complex litigated claims by interpreting data and writing detailed formal reports.
- Ability to investigate and to determine facts and decide merit of a claim.
- Ability to maintain records and to prepare reports.
- Ability to plan, organize and direct the work of others.

- Ability to communicate with a wide variety of people, both orally and in writing.
- Ability to establish and maintain effective working relationships with employees, other government officials, and the public.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: Four to six years of full-time or equivalent part-time verifiable experience related to the Business Operations and Administrative Management job family.

Education and/or Experience Substitution: Additional full-time or equivalent part-time verifiable experience related to the Business Operations and Administrative Management job family may substitute for the required education on a year for year basis. Additional coursework from a regionally accredited college or university related to the Business Administration occupational group may substitute for the required experience on a year for year basis.

Certifications, Licenses, Registrations: None.

CLASS TITLE: Business Operations Coordinator 1**DISTINGUISHING CHARACTERISTICS:**

These positions supervise administrative support staff while working to provide support services such as fiscal, personnel, payroll, or procurement. They have supervisory responsibilities. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Plans, directs, and coordinates work activities.
- Makes and reviews work assignments to subordinates to ensure accuracy.
- Conducts performance evaluations; approves or disapproves leave requests.
- Trains subordinates in proper work methods, policies, and procedures.
- Writes, reviews, analyzes, and implements work procedures.
- Monitors employee activities to ensure compliance with state/federal regulations, policies and procedures and work standards.
- Serves as a resource for subordinates regarding rules, regulations, policies and procedures for program area.
- Performs duties that are similar or related to the work performed by subordinates.
- Compiles and analyzes data; types reports; maintains records.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of agency rules, regulations, policies, and procedures.
- Knowledge of area of assignment.
- Knowledge of office procedures, practices, and methods.
- Ability to plan, assign, and coordinate the work of employees.

- Ability to supervise subordinates.
- Ability to interpret rules, regulations, policies and procedures.
- Ability to make decisions based on governing laws and regulations and to explain policies to employees.
- Ability to communicate with a wide variety of people, both orally and in writing.
- Ability to establish and maintain effective working relationships with others.

MINIMUM QUALIFICATIONS:

Education: Bachelor’s degree from a regionally accredited college or university.

Experience: Two to four years of full-time or equivalent part-time verifiable experience related to the Business Operations and Administrative Management job family.

Education and/or Experience Substitution: Additional full-time or equivalent part-time verifiable experience related to the Business Operations and Administrative Management job family may substitute for the required education on a year for year basis. Additional coursework from a regionally accredited college or university related to the Business Administration occupational group may substitute for the required experience on a year for year basis.

Certifications, Licenses, Registrations: None.

CLASS TITLE: Business Operations Coordinator 2

DISTINGUISHING CHARACTERISTICS:

These positions provide multiple types of administrative support to an office and supervise staff. They may have budgetary responsibilities. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Interprets statutes, regulations and policies to agency employees; researches issues using statutes, rules and regulations; provides technical assistance in area of assignment to agency employees.
- Plans, directs, and coordinates work activities.
- Makes and reviews work assignments to subordinates to ensure accuracy.
- Conducts performance evaluations; approves or disapproves leave requests.
- Trains subordinates in proper work methods, policies, and procedures.
- Writes, reviews, analyzes, and implements work procedures and policies.
- Monitors and ensures budget requirements are met; serves as purchasing card coordinator; makes and/or authorizes purchases.
- Resolves non-typical problems; makes decisions on technical issues.
- Monitors employee activities to ensure compliance with state/federal regulations, policies and procedures and work standards.
- Serves as a resource for subordinates regarding rules, regulations, policies and procedures for program area.

- Performs duties that are similar or related to the work performed by subordinates.
- Compiles and analyzes data; types reports; maintains records.
- Attends meetings representing the agency.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of agency rules, regulations, policies, and procedures.
- Knowledge of office procedures, practices, and methods.
- Ability to plan, assign, and coordinate the work of employees.
- Ability to supervise subordinates.
- Ability to interpret rules, regulations, policies and procedures.
- Ability to make decisions based on governing laws and regulations and to explain policies to employees.
- Ability to communicate with a wide variety of people, both orally and in writing.
- Ability to establish and maintain effective working relationships with others.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: Three to four years of full-time or equivalent part-time verifiable experience related to the Business Operations and Administrative Management job family.

Education and/or Experience Substitution: Additional full-time or equivalent part-time verifiable experience related to the Business Operations and Administrative Management job family may substitute for the required education on a year for year basis. Additional coursework from a regionally accredited college or university related to the Business Administration occupational group may substitute for the required experience on a year for year basis.

Certifications, Licenses, Registrations: None.

CLASS TITLE: Business Operations Supervisor

DISTINGUISHING CHARACTERISTICS:

These positions perform full-performance professional work in planning, organizing, and directing the operation functions of a business office. They are responsible for budget, fiscal, human resources, purchasing, inventory, and other business activities. They have the latitude to vary methods and procedures within parameters to achieve desired results. These positions supervise a staff. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Plans, organizes, coordinates, and administers the business operation functions, such as budget, financial, human resources, purchasing, inventory, etc.
- Interprets statutes, regulations and policies to agency employees; researches issues using statutes, rules and regulations; provides technical assistance in area of assignment to agency employees.

- Serves as financial officer of a facility or district preparing and monitoring budget and ensuring financial management activities are within laws, rules, and regulations.
- Serves as purchasing card coordinator ensuring purchasing activities are within rules and regulations; makes and/or authorizes purchases.
- Resolves problems; makes decisions on technical issues.
- Plans, directs, and coordinates the work activities.
- Supervises staff; makes and reviews work assignments; conducts performance evaluations; trains subordinates in proper work methods, policies, and procedures.
- Drafts, analyzes, and implements policies and procedures.
- Monitors employee activities to ensure compliance with state/federal regulations, policies and procedures and work standards.
- Compiles and analyzes data; types reports; maintains records.
- Attends meetings representing the agency.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of agency rules, regulations, policies, and procedures.
- Knowledge of budget development.
- Knowledge of state government accounting, finance, and business management process, principles, practices, and supporting systems.
- Knowledge of office procedures, practices, and methods.
- Ability to plan, assign, and coordinate the work of employees.
- Ability to supervise subordinates.
- Ability to interpret rules, regulations, policies and procedures.
- Ability to make decisions based on governing laws and regulations and to explain policies to employees.
- Ability to communicate with a wide variety of people, both orally and in writing.
- Ability to establish and maintain effective working relationships with others.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: Four to six years of full-time or equivalent part-time verifiable experience in the Business Operations and Administrative Management job family of which two years must have been in a managerial or supervisory capacity.

Education and/or Experience Substitution: Additional full-time or equivalent part-time verifiable experience related to the Business Operations and Administrative Management job family may substitute for the required education on a year for year basis. Additional coursework from a regionally accredited college or university related to the Business Administration occupational group may substitute for the required experience on a year for year basis.

Certifications, Licenses, Registrations: None.

CLASS TITLE: Business Operations Manager 1

DISTINGUISHING CHARACTERISTICS:

These positions manage a component of operations within an agency. They are responsible for the planning the operations and procedures. These positions manage and supervise staff. They typically have budgetary responsibilities. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Provides leadership and oversight of all administrative and support services for component area.
- Plans, develops, and executes a component through professional, technical, and clerical staff.
- Interprets statutes, regulations and policies to agency employees; researches issues using statutes, rules and regulations; provides technical assistance in area of assignment to agency employees.
- Develops, manages, and monitors budgets.
- Directs, instructs, counsels and supervises agency personnel toward the accomplishment of agency objectives; ensures staff development and training.
- Provides expertise and direction to subordinates and sets standards.
- Renders decisions in unusual or priority situations; consults with supervisors and other state managers in rendering decisions.
- Sets long term goals and objectives.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of state government organization, programs and functions.
- Knowledge of the principles and techniques of management, including organization, planning, staffing, training, budgeting, and reporting.
- Ability to plan, direct, and coordinate the program and administrative activities of the unit.
- Ability to supervise others.
- Ability to evaluate operational situations, analyze data and facts in preparation for administrative and policy decisions.
- Ability to communicate with a wide variety of people, both orally and in writing.
- Ability to establish and maintain effective working relationships with others.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: Four to six years of full-time or equivalent part-time verifiable experience related to the Business Operations and Administrative Management job family, one year of which must have been in a supervisory or managerial capacity.

Education and/or Experience Substitution: Additional full-time or equivalent part-time verifiable experience related to the Business Operations and Administrative Management job family may substitute for the required education on a year for year basis. Graduate level

coursework from a regionally accredited college or university may substitute for the required experience on a year for year basis.

Certifications, Licenses, Registrations: None.

CLASS TITLE: Business Operations Manager 2

DISTINGUISHING CHARACTERISTICS:

These positions manage a major component of operations or are managing and administratively responsible for a commission. They are responsible for setting and controlling a budget and for staying within an assigned budget. They have supervisory responsibilities. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Provides leadership and oversight of all administrative and support services for component area; institutes, intervenes in, or participates in as an advocate for the public interest.
- Plans, develops, and executes a component through professional, technical, and clerical staff.
- Oversees the activities of the Commission
- Interprets statutes and regulations, policies to agency employees; researches issues using statutes, rules and regulations; provides technical assistance in area of assignment to agency employees.
- Develops, manages, and monitors budgets; analyzes and monitors cash flow; provides profit and loss analysis.
- Represents the agency/commission in meetings with government officials and the public.
- Develops strategic plan, annual report, and legislative proposals.
- Directs, instructs, counsels and supervises agency personnel toward the accomplishment of agency objectives; ensures staff development and training.
- Provides expertise and direction to subordinates and sets standards.
- Renders decisions in unusual or priority situations; consults with supervisors and other state managers in rendering decisions.
- Sets long term goals and objectives; evaluates operations and procedures for efficiency and effectiveness.
- Reviews and compiles information and studies; exchanges data with other government entities.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of state and federal laws rules, regulations, practices, methods and procedures for area of assignment.

- Knowledge of state government organization, programs and functions.
- Knowledge of the principles and techniques of management, including organization, planning, staffing, training, budgeting, and reporting.
- Knowledge of state government organization, programs and functions.
- Ability to plan, direct, and coordinate the program and administrative activities of the unit.
- Ability to supervise others.
- Ability to evaluate operational situations, analyze data and facts in preparation for administrative and policy decisions.
- Ability to communicate with a wide variety of people, both orally and in writing.
- Ability to establish and maintain effective working relationships with others.

MINIMUM QUALIFICATIONS:

Education: Bachelor’s degree from a regionally accredited college or university.

Experience: Five to seven years of full-time or equivalent part-time verifiable experience related to the Business Operations and Administrative Management job family, one year of which must have been in a supervisory or managerial capacity.

Education and/or Experience Substitution: Additional full-time or equivalent part-time verifiable experience related to the Business Operations and Administrative Management job family may substitute for the required education on a year for year basis. Graduate level course work from a regionally accredited college or university may substitute for the required non-supervisory experience on a year for year basis.

Certifications, Licenses, Registrations: None.

CLASS TITLE: Business Operations Officer

DISTINGUISHING CHARACTERISTICS:

These positions serve as an executive assistant to a Cabinet Secretary or to an Agency Head performing complex administrative and/or technical work in developing and implementing new initiatives or resolving administrative conflicts of a department or state agency. Issues addressed stem from agency regulatory responsibilities. These positions perform all tasks necessary to the comprehensive management of the agency as outlined in state code, rules and policies. They research cases, review physical and financial information, and draft proposed resolutions and policies. These positions may perform supervisory duties. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Aides the Cabinet Secretary or Agency Head in monitoring the policies, functions, legislative activities, code section changes, program research, legal issues, personnel issues, employment issues.
- Performs complex administrative/technical work in developing and implementing new initiatives or resolving administrative conflicts.

- Writes, reviews, discusses, and implements policies for agency.
- Ensures agency is in compliance with state code and rules as well as ensures that established goals are met.
- Researches legal matters.
- Communicates agency policies and procedures to government officials, employees and the public.
- Resolves controversial issues and makes recommendations.
- Reviews all disciplinary actions; approves leave, expense accounts, travel requests, purchase orders, budgets, etc.
- Serves as legislative liaison; coordinates all legislative activities; drafts and/or reviews legislation and rules.
- Responds to media requests.
- May supervise others.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of applicable federal and state laws, rules and regulations in the area of assignment.
- Knowledge of the function, organization and regulations of the area of assignment.
- Knowledge of the principles of administrative management and program planning.
- Knowledge of terminology and standards related to the area of assignment.
- Ability to develop rules, regulations, policies, and procedures for application to area of assignment.
- Ability to analyze program needs and develop staffing patterns and budget recommendations.
- Ability to evaluate program performance.
- Ability to supervise others and assign and direct the work of others.
- Ability to communicate with a wide variety of people, both orally and in writing.
- Ability to establish and maintain effective working relationships with others.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: Six to eight years of full-time or equivalent part-time verifiable experience related to the Business Operations and Administrative Management job family.

Education and/or Experience Substitution: Additional full-time or equivalent part-time verifiable experience related to the Business Operations and Administrative Management job family may substitute for the required experience on a year for year basis.

Certifications, Licenses, Registrations: None.

CLASS TITLE: Business Operations Director 1

DISTINGUISHING CHARACTERISTICS:

These positions serve as a director of an agency or a board or assist a director of a major component within an agency. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Oversees and directs the daily operation of the agency or assist the division director; accountable for the accomplishment of objectives.
- Develops program goals, objectives, policies and guidelines related to the agency's mission.
- Plans, develops, implements and evaluates the policies, procedures, and activities.
- Directly supervises managers and supervisors of assigned functions; directs and develops staff through recruitment, evaluation, and discipline.
- Interprets statutes, regulations, and policies; researches issues using statutes, rules and regulations; provides technical assistance in area of assignment to employees.
- Maintains and prepares a budget; analyzes complex statistical and financial data to determine the appropriate and most effective use of all resources in the fulfillment of the agency's mission.
- Communicates agency policies and procedures to government officials, employees and the public.
- Resolves controversial issues and makes recommendations.
- Prepares, directs, and/or presents program information at seminars and public meetings.
- Coordinates and plans programs among inter-agency state offices and activities with officials of local, state, interstate and federal government entities.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of applicable federal and state laws, rules and regulations in the area of assignment.
- Knowledge of the function, organization and regulations of the area of assignment.
- Knowledge of the principles of administrative management and program planning.
- Knowledge of terminology and standards related to the area of assignment.
- Ability to develop rules, regulations, policies, and procedures for application to area of assignment.
- Ability to analyze program needs and develop staffing patterns and budget recommendations.
- Ability to evaluate program performance.
- Ability to supervise others and assign and direct the work of others.
- Ability to communicate with a wide variety of people, both orally and in writing.
- Ability to establish and maintain effective working relationships.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: Five to eight years of full-time or equivalent part-time verifiable experience related to the Business Operations and Administrative Management job family, two years of which must have been in a supervisory or managerial capacity.

Education and/or Experience Substitution: Additional full-time or equivalent part-time verifiable experience related to the Business Operations and Administrative Management job

family may substitute for the required education on a year for year basis. Graduate level coursework from a regionally accredited college or university may substitute for the required non-supervisory experience on a year for year basis.

Certifications, Licenses, Registrations: None.

CLASS TITLE: Business Operations Director 2

DISTINGUISHING CHARACTERISTICS:

These positions perform administrative work serving as deputy or assistant director of an agency or serving as a director of a division within an agency where operations, policy, work processes, and regulatory requirements of the section are complex, varied, and dynamic. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Plans, develops, implements and evaluates the policies, procedures and activities of assigned division to establish and maintain the required efficiency of the program objectives.
- Directly supervises managers and supervisors of assigned functions in order to ensure compliance; directs and develops staff through recruitment, evaluation, and discipline.
- Interprets statutes, regulations, and policies to agency employees; researches issues using statutes, rules and regulations; provides technical assistance in area of assignment to agency employees.
- Maintains and prepares a budget; analyzes complex statistical and financial data to determine the appropriate and most effective use of all resources in the fulfillment of mission.
- Communicates agency policies and procedures to government officials, employees and the public.
- Resolves controversial issues.
- Prepares, directs, and/or presents program information at seminars and public meetings.
- Coordinates and plans programs among inter-agency staff and with local, state, interstate, and federal government entities.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of applicable federal and state laws, rules and regulations in the area of assignment.
- Knowledge of the function, organization and regulations of the area of assignment.
- Knowledge of the principles of administrative management and program planning.
- Knowledge of terminology and standards related to the area of assignment.
- Ability to develop rules, regulations, policies, and procedures for application to area of assignment.

- Ability to analyze program needs and develop staffing patterns and budget recommendations.
- Ability to evaluate program performance.
- Ability to supervise others and assign and direct the work of others.
- Ability to communicate with a wide variety of people, both orally and in writing.
- Ability to establish and maintain effective working relationships with others.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: Seven to nine years of full-time or equivalent part-time verifiable experience related to the Business Operations and Administrative Management job family, two years of which must have been in a supervisory or managerial capacity.

Education and/or Experience Substitution: Additional full-time or equivalent part-time verifiable experience related to the Business Operations and Administrative Management job family may substitute for the required education on a year for year basis. Graduate level coursework from a regionally accredited college or university may substitute for the required non-supervisory experience on a year for year basis.

Certifications, Licenses, Registrations: None.

CLASS TITLE: Business Operations Director 3

DISTINGUISHING CHARACTERISTICS:

These positions serve as a director of an agency or direct a major component of operations at the executive level. They are responsible for setting and controlling a budget. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Oversees and directs the daily operation of the agency; accountable for the accomplishment of objectives.
- Advises Cabinet Secretary on policies and program area.
- Evaluates and analyzes programs; advises on area of assignment.
- Develops, plans, evaluates, and implements complex and technical procedures.
- Oversees the development of agency wide work standards, technical procedures, and policies.
- Conducts or directs special studies and/or projects.
- Plans, supervises and evaluates major administrative and fiscal studies; project the cost/benefit of new/revised methods, equipment or programs.
- Plans, develops, implements and evaluates the policies, procedures, and activities.
- Directly supervises managers and supervisors of assigned functions; directs and develops staff through recruitment, evaluation, and discipline.
- Interprets statutes, regulations, and policies; researches issues using statutes, rules and regulations; provides technical assistance in area of assignment to employees.

- Maintains and prepares a budget; analyzes complex statistical and financial data to determine the appropriate and most effective use of all resources in the fulfillment of mission; develops contracts.
- Communicates agency policies and procedures to government officials, employees and the public.
- Resolves controversial issues.
- Liaison with government officials for all agency activities.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of applicable federal and state laws, rules and regulations in the area of assignment.
- Knowledge of the function, organization and regulations of the area of assignment.
- Knowledge of the principles of administrative management and program planning.
- Knowledge of terminology and standards related to the area of assignment.
- Ability to develop rules, regulations, policies, and procedures for application to area of assignment.
- Ability to analyze program needs and develop staffing patterns and budget recommendations.
- Ability to evaluate program performance.
- Ability to supervise others and assign and direct the work of others.
- Ability to communicate with a wide variety of people, both orally and in writing.
- Ability to establish and maintain effective working relationships with others.

MINIMUM QUALIFICATIONS:

Education: Bachelor’s degree from a regionally accredited college or university.

Experience: Eight to ten years of full-time or equivalent part-time verifiable experience related to the Business Operations and Administrative Management job family, two years of which must have been in a supervisory or managerial capacity.

Education and/or Experience Substitution: Additional full-time or equivalent part-time verifiable experience related to the Business Operations and Administrative Management job family may substitute for the required education on a year for year basis. Graduate level course work from a regionally accredited college or university may substitute for the required non-supervisory experience on a year for year basis.

Certifications, Licenses, Registrations: None.

CLASS TITLE: Business Operations Executive Director

DISTINGUISHING CHARACTERISTICS:

These positions perform highly complex administrative work in assisting the Cabinet Secretary in planning, organizing, and directing the programs, functions, and activities of the Department. The work is considerably dynamic due to the mission of the Department and the extensive inter-relationship with other Departments and agencies, legislature, and other elected officials. Multi-

disciplinary skills are required in planning, coordinating, and directing the various divisions within the Department and their interface with state government in general. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Participates in departmental planning and direction, policy development, analysis and coordination of department programs.
- Directs, gathers, researches, analyzes and studies information effecting the Department.
- Develops practical and innovative solutions to work processes and problems.
- Writes, monitors, evaluates, and discusses policy options related to department programs.
- Develops and evaluates legislative proposals; maintains effective liaison with legislative officials.
- Coordinates the development and implementation of new programs, policies and procedures within the Department.
- Advises the Cabinet Secretary on major initiatives, programs and mission areas of the Department.
- Prepares and makes presentations on the department programs.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of federal and state laws, and regulations relating to the programs, missions and policies of the department.
- Knowledge of current developments and initiatives in the program and mission fields of the department.
- Knowledge of the organization and operation of state government, with particular emphasis in the area of executive budget preparation and execution.
- Skill in oral and written communications.
- Ability to evaluate the efficiency and effectiveness of administrative programs; to oversee the development and implementation of program improvements.
- Ability to supervise others and assign and direct the work of others.
- Ability to communicate with a wide variety of people, both orally and in writing.
- Ability to establish and maintain effective working relationships with others.

MINIMUM QUALIFICATIONS:

Education: Master's degree from a regionally accredited college or university.

Experience: Six to eight years of full-time or equivalent part-time verifiable experience related to the Business Operations and Administrative Management job family, two years of which must have been in a supervisory or managerial capacity.

Education and/or Experience Substitution: Additional full-time or equivalent part-time verifiable experience related to the Business Operations and Administrative Management job family may substitute for the required education on a year for year basis. Post graduate level coursework from a regionally accredited college or university may substitute for the required non-supervisory experience on a year for year basis.

Certifications, Licenses, Registrations: None.