Class Concept
Positions in this class manage, plan, direct, coordinate, monitor, and/or supervise business and program processes and operation systems and ensure the efficiency of business and related systems. They ensure that operational, procedural and regulatory requirements are met. Positions in this class lead, manage, and advise the development of strategic plans. Positions research and analyze strategic choices and make recommendations to achieve goals and objectives of the agency.

Recruitment Standards

Knowledge, Skills, and Abilities
- Considerable knowledge and understanding of business systems theories, processes, rules and regulations and how they apply to technology in the applicable area(s).
- Considerable knowledge of local, state, and federal regulations and statutes governing the area of work. Considerable knowledge of applicable business information systems, testing methodologies, training, business system analysis, and/or other applicable systems.
- Ability to coach and facilitate the enhancement of employee competencies as appropriate to the needs of the work unit.
- Ability to manage resources effectively to provide for employee training and growth and to meet the operational goals and objectives.
- Ability to address quality monitoring and performance improvement issues for the program or area of responsibility.
- Ability to review and approve work findings /written reports, often of moderate complexity.
- Ability to ensure that rules and regulations are interpreted correctly.
- Ability to analyze moderately complex situations and recommend solutions and options.
- Ability to recommend response to a moderately complex situation based on interpretation of local, state, and federal regulations and standards.
- Ability to recommend modifications to program policy and procedures to minimize risk.
- Ability to lead a transition from old to new programs at the unit level.
- Ability to participate in the development and implementation of goals and objectives.
- Ability to communicate moderately complex programmatic information outside of the organization.
- Ability to interpret rules and regulations internal to the organization.
- Ability to review and approve written reports, often of moderate complexity.
- Ability to ensure that rules and regulations are interpreted correctly.
- Ability to develop contacts and relationships with interested parties in order to achieve division/organizational goals.

Minimum Education and Experience
Bachelor's degree in accounting, business, finance, or other discipline related to the area of assignment from appropriately accredited institution and four years of progressive experience, of which at least two are supervisory or involved significant experience as a project leader in the area of assignment; or equivalent combination of education and experience.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.