

Class Concept:

This is managerial and administrative work managing and directing a group of divisions/programs within a small to medium size State agency. Positions report to executives who in turn report to the Agency Secretary or Commissioner and supervise directors/managers responsible for the operations of a division/program within the agency. Positions may be required to work with their counterparts from other State agencies on issues that affect both agencies. Positions are responsible for determining that regulated entities are in compliance with applicable laws and regulations, resolving complex and/or controversial issues, recommending new legislation or revisions to existing legislation, developing policies, programs and procedures to facilitate division operations, determining what, if any, regulatory action is needed and administering needed actions. Positions negotiate with officials from agency affiliated companies, trade organizations, and other related entities to resolve a variety of issues.

Positions direct groups responsible for the varied functions of an agency including the research, evaluation and resolution of complex and detailed issues pertaining to applicable laws and regulations and investigating and resolving complaints/concerns from consumers and regulated or associated entities. Positions plan and direct the activities of their groups, assist in establishing agency policies and procedures, and apply applicable laws and regulations.

Position is a member of the senior management staff for their agency, responsible for understanding the effect of industry trends, impact of legislative changes, and other areas of concern associated with their group to management. Position is also responsible for identifying potential changes that may be needed to statutes and rules. Positions work closely with other senior level positions within their agency to ensure consistency in the application of agency rules and regulations.

Positions report to a second level executive manager and may speak on behalf of the agency. Work is reviewed through conferences, reports, and a general review of completed work assignments.

Recruitment Standards

Knowledge, Skills and Abilities:

- Working to considerable knowledge of Agency related North Carolina General Statutes and Administrative Codes, and Agency specific regulations, principles and practices.
- Working professional skill and/or knowledge in the concepts and practices related to Agency operations.
- Demonstrated ability to work independently and with considerable discretion within the guidelines of state laws, regulations, and policies under the direction of the Agency Secretary/Commissioner.
- Demonstrated ability to make well-informed decisions utilizing a high degree of judgment based on extensive knowledge of Agency related policies, procedures and practices.
- Demonstrated ability to speak and write effectively and possess excellent communication skills; must be able to present comments, opinions, factual information, summaries of issues, and conclusions in a logical and concise manner for review by manager.
- Demonstrated ability to communicate effectively both verbally and in writing with the general public, Agency management and management of regulated or associated entities.
- Demonstrated ability to effectively manage and supervise staff and plan and direct all fiscal, personnel and program operations of a large portion of an Agency's operation.
- Possession of professional designation appropriate to Agency operations.

Minimum Education and Experience:

Bachelor's degree in business or economics or a related program from an appropriately accredited institution and five (5) years of progressive experience in Agency related industry/operations, including three (3) years of supervisory experience; or an equivalent combination of training and experience.