

**ASSISTANT COMMISSIONER, OPERATIONS****NATURE OF WORK**

Under the administrative direction of the appointing authority within the Department of Revenue, the incumbent manages daily operations, processes and policies to support sustained program administration throughout the agency. Supports the Executive Office and the directors and/or managers with expertise in financial analysis, business operations, and program management. Improves program administration by providing management reporting and project planning. Responsibilities also include planning, policy development, direction, coordination and administration of the operation of a major program component and in the area of human resources and budgeting, directing directors and/or managers in the budget planning process and monitoring cash flow. Plans and implements programs for the training of professional, technical and clerical staff in business operations and programs. Oversees plans, develops and executes through managerial, professional, technical and clerical staff, the business activities and special programs of the agency that impact multiple divisions. Communicates and disseminates information, strategies and directives between the Executive Office and directors and/or managers with respect to daily business operations and programs. Performs related work as required.

**ESSENTIAL JOB FUNCTIONS:**

Manages the daily business process and program functions of the agency.

Engages in a sustained effort to answer Executive Office program administration questions and align agency resources with Executive Office priorities.

Develops and updates standard operating procedures and work policies.

Provides administrative and support services to the Executive Office and directors and/or managers, including purchasing, human resources, and personnel development.

Creates a sustainable project manager structure for major initiatives that includes assignment among and in consultation with directors and/or managers.

Prepares and manages the agency budget plan; directs directors and/or managers in setting and controlling respective budgets, analyzes complex statistical and financial data to determine and direct resources toward the fulfillment of the agency's mission.

Establishes accounting and internal auditing systems for revenue collection and administrative budgeting and oversight assets.

Evaluates project costs and benefits regarding tax administration processes, programs and equipment.

Improves systems for personnel recruitment, training, compensation and career path opportunities.

Using decision analytics to achieve increased efficiencies of program areas.

Provides systematic improvements to forms, publications, correspondence and website development.

Provides problem resolution as directed by the Executive Office utilizing dispute resolution methods.

Coordinates agency operating policies and procedures with other executive branch agencies.

Gathers relevant and quality data sources required to address and implement tax administration program using cross-divisional teams.

Implements cost allocation methodology to identify costs of services being provided and manages cost recovery.

Creates, organizes, and preserves information on a shared platform accessible to all divisions for knowledge transfer and cross-divisional team projects.

**ASSISTANT COMMISSIONER, OPERATIONS (CONT'D)**

**Knowledge, Skills and Abilities:**

Knowledge of the function, organization and regulations of the area of assignment.

Knowledge of the principles of management and program planning.

Ability to develop standard operating procedures and policies for application to the area of assignment.

Ability to analyze program needs and develop staffing patterns and budget recommendations.

Ability to evaluate program performance.

Ability to communicate with a wide variety of people, both orally and in writing.

Ability to manage others and assign and direct the work of others.

Ability to establish and maintain effective working relationships with others.

**Minimum Qualifications:**

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

**Substitution:** Additional qualifying experience as described below may substitute on a year-for-year basis for the required training.

**Experience:** Five years of full-time or equivalent part-time paid revenue, insurance, or legal experience.

**Substitution:** Successful completion of graduate study in a regionally accredited college or university in may substitute for the required experience on a year-for-year basis.

**Established:** 8/17/06

**Title Change:** 7/25/13

**Revised:** 7/25/13

**Effective:** 7/25/13