

ADMINISTRATIVE SERVICES MANAGER 3

Nature of Work: Under administrative direction, manages an organizational section providing administrative and support services in a division. The operations, policy, work processes, and regulatory requirements of the section are complex, varied, dynamic, and requiring substantial depth of analysis and interpretation of theory, principles, practices, and regulations of a professional or administrative field. Involves the supervision of professional, technical and clerical employees. The scope of responsibility includes planning the operations and procedures of the unit; directing the work of employees; developing employees; evaluating unit operations; developing budget needs; researching new procedures and improvements; interpreting statutes, regulations, and policies. Performs related work as required.

Distinguishing Characteristics: The Administrative Services Manager 3 is distinguished from the Administrative Services Manager 2 by responsibility to manage a statewide administrative support function of the department. Positions having responsibility to manage a department-wide support function involving an established professional field (i.e., accounting) including the supervision of a significantly large staff of professional, technical, and clerical employees may also be allocated to this class.

Examples of Work

- Plans, develops and executes through professional, technical, and clerical staff, a statewide administrative support program or a primary department-wide program of considerable complexity.
- Directs the daily operations of the staff and may direct regional or other field staff.
- Develops and implements operating procedures within regulatory and statutory guidelines; develops and approves forms and procedures.
- Renders decisions in unusual or priority situations; consults with supervisors and other state managers in reviewing same.
- Evaluates the operations and procedures of the unit for efficiency and effectiveness.
- Recommends the selection and assignment of staff to supervisors; conducts interviews and background evaluations for prospective employees.
- Determines need for training and staff development and provides training or searches out training opportunities.
- Assists in the development of the division and/or agency budget for personnel services, supplies, and equipment.
- Researches professional journals, regulations, and other sources for improvements to agency and unit programs and

ADMINISTRATIVE SERVICES MANAGER 3 (CONT'D)**Examples of Work (cont'd)**

procedures.
 Compiles a variety of data related to the operation of the unit and/or the agency.
 Interprets statutes, regulations and policies to staff, other managers, and the public.
 Represents the division or department in grievance hearings and serves as a witness in same.
 Prepares reports reflecting the operational status of the unit and or agency programs.
 May participate in local conferences and meetings.

Knowledge, Skills and Abilities

Knowledge of the organization and programs of the agency or department.
 Knowledge of the principles and techniques of management, including organization, planning, staffing, training, budgeting, and reporting.
 Knowledge of state government organization, programs and functions.
 Knowledge of state legislative processes.
 Knowledge of federal, state, and local government relationships as they relate to the program, mission and operations of the unit and/or department.
 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 establish and maintain effective working relationships with other government officials, employees, and the public.
 Ability to present ideas effectively, both orally and in writing.

Minimum Qualifications

Training: Graduation from an accredited college or university with a degree in the area of assignment.

Substitutions: (1) Experience as described below may substitute for the training requirement on a year-for-year basis. (2) For positions in the Accounting, Auditing Area of Assignment, certification or registration as a public accountant in West Virginia may be substituted for the training and two years of the required experience.

Experience: Six years of full-time or equivalent part-time paid administrative or supervisory experience in the area of assignment.

Special Requirement: A valid West Virginia drivers license may be required.

9412

ADMINISTRATIVE SERVICES MANAGER 3

AREAS OF ASSIGNMENT

Accounting, Auditing
Budget and Budget Planning
Communication
Data Processing
Facilities Management
General Supervisory
Health/Health Related
Insurance and Retirement
Personnel Administration
Printing
Public Transportation
Purchasing
Skilled and Unskilled Labor, Trades
Training

Established: 9/19/90
Revised: 1/23/93, 2/24/99, 11/18/04
Effective: 11/18/04