

**CLASS TITLE: ADMINISTRATOR, OPERATIONS  
MANAGEMENT**

**Class Code: 02708800  
Pay Grade: 41A  
EO: A**

**CLASS DEFINITION:**

**GENERAL STATEMENT OF DUTIES:** To be responsible for managing, organizing, coordinating, reviewing and directing a staff that is engaged in carrying out overall responsibility for all quality control activities and assuring conformity with federal/state regulations and guidelines as they relate to quality control processes; to be responsible for designing, planning, directing and implementing all activities related to management information systems and, in coordination with the Division of Information Technology, to plan and direct the analysis, design and implementation of data and evaluation-related systems in order to provide for more efficient and effective services to clients and for accountability of data; to compile and control all required federal/state reports; and to do related work as required.

**SUPERVISION RECEIVED:** Works under the administrative direction of a superior with wide latitude for the exercise of initiative and independent judgement; work is reviewed through conferences and reports for conformance to establish policies and provisions of law, rules and regulations.

**SUPERVISION EXERCISED:** Manages, plans, organizes, coordinates, reviews and directs the work of a staff of professional, technical and clerical personnel.

**ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:**

To be responsible for managing, organizing, coordinating, reviewing and directing a staff that is engaged in carrying out overall responsibility for all quality control activities and assuring conformity with federal/state regulations and guidelines as they relate to quality control processes.

To supervise activities involving the analysis, design, modification and implementation of data and evaluation systems related to the federal/state programs administered by the department and to maintain these federal/state programs, as appropriate.

To supervise procedures, as defined by the federal government, that monitor the activities of field staff as they relate to the quality control process used to measure whether or not the state has met its predetermined goals.

To supervise activities involving providing information to department management needed to promote an effective policy-making process required for the development/refinement of a data and evaluation system.

To be responsible for the delivery to department management an effective and timely reporting system required to facilitate management decisions affecting the programs administered by the department.

To coordinate and supervise the development of a comprehensive data and evaluation information system.

To coordinate and supervise the development of various automated systems.

To coordinate the integration of all departmental computerized information systems so as to ensure maximum efficiency, cost effectiveness, and enhancement services to the department's clients.

To plan, schedule and supervise data entry operations related to integrated automated systems.

To do related work as required.

## **REQUIRED QUALIFICATIONS FOR APPOINTMENT:**

**KNOWLEDGES, SKILLS AND CAPACITIES:** A thorough knowledge of management principles as applied to the analysis of data and information; a thorough knowledge of the methods and techniques utilized in designing and implementing management information processing and evaluation systems; a working knowledge of federal/state regulations and guidelines which relate to and govern the programs administered by the department; the ability to manage, plan, organize, coordinate, review and direct the work of a staff of professionals, technical and clerical personnel; the ability to write, monitor and control the reports dealing with management decisions; and related capacities and abilities.

### **EDUCATION AND EXPERIENCE:**

Education: Such as may have been gained through: possession of a Master's Degree from an accredited institution of higher learning in the field of Quality Assurance Methods and/or in Public Administration, or closely related field; and

Experience: Such as may have been gained through: considerable employment in a responsible managerial position in the field of quality assurance involving data evaluation and policy development and execution.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Revised: March 19, 2006