

**CLASS TITLE: CHIEF OF MANAGEMENT SERVICES  
(HEALTH)**

**Class Code: 02594800  
Pay Grade: 38A  
EO: A**

**CLASS DEFINITION:**

**GENERAL STATEMENT OF DUTIES:** To have administrative and technical responsibility for all research, program analysis and management consultation provided by the Department of Health for the purpose of securing effective and efficient operation of its divisions and offices; and to do related work as required.

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

**SUPERVISION EXERCISED:** Plans, organizes, coordinates and reviews the work of a staff of professional, technical and clerical personnel; reviews and evaluates technical assignments submitted by subordinates on an ongoing basis.

**ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:**

To have administrative and technical responsibility for all research, program analysis and management consultation provided by the Department of Health for the purpose of securing effective and efficient operation of its divisions and offices.

To conduct technical research and program analysis of divisions and offices in order to assess staffing requirements, fiscal management, physical layout, organizational procedures, policy development and implementation, office procedures and program planning.

To make recommendations and develop management plans in order to increase organizational efficiency without compromising the quality of service delivery.

To identify operational inefficiencies, work duplication, and other negative operational factors affecting the efficiency or service delivery of divisions and offices.

To recommend plans and directives designed to encourage minority recruitment and advancement within the department.

To assist with the development of management information systems throughout the department.

To review general laws and statutory requirements impacting departmental administrators regarding such laws and their effect on operations.

To assess the need to contract outside consultant services and to assist in the selection of consulting firms to keep the director apprised of all relevant findings.

To conduct follow-up review and analysis of newly implemented programs and make amendments or alterations as necessary to achieve the state organizational goals with maximum efficiency, and in conformance with relevant legislation.

To do related work as required.

**REQUIRED QUALIFICATIONS FOR APPOINTMENT:**

**KNOWLEDGES, SKILLS AND CAPACITIES:** A thorough knowledge of the theories, principles and practices of modern administrative management; a thorough knowledge for the department's functions and organizational structure; a thorough knowledge of the principles and methods used in the collection, analysis, evaluation and presentation of data pertinent to administrative operations, organization and procedures; a thorough knowledge of space utilization requirements, organizational staffing, financial

management, and program planning; a working knowledge of relevant state and federal legislation affecting the operations of state agencies; a working knowledge of equal opportunity laws and affirmative action programs; the ability to supervise personnel in the conduct of extensive administrative research and planning; the ability to develop and incorporate management plans designed to enhance service delivery; the ability to evaluate the effectiveness of new programs; the ability to effectively consult with departmental administrators and personnel for the purpose of developing and implementing operational strategies commensurate with departmental goals and pertinent legislation; and related capacities and abilities.

**EDUCATION AND EXPERIENCE:**

Education: Such as may have been gained through: possession of a Master's Degree in Business Administration, Public Administration, or a closely related field; and

Experience: Such as may have been gained through: considerable employment in a responsible managerial or technical position requiring supervision of professional and technical staff engaged in comprehensive research, evaluation and development of management programs, operational procedures, policies and other factors impacting organizational goals for the purpose of securing greater efficiency and economy.

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

Class Created: February 28, 1988

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