

CLASS TITLE: DEPARTMENT MANAGER RIHEAA

Class Code: 02712500
Pay Grade: 24A
EO: B

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To act as head of a department (e.g. guarantee services, claims, default prevention, accounting, collections, grants/student employment activities, college savings and/or prepaid tuition programs, etc.) within the Authority; with the responsibility of planning, coordinating, directing and controlling the operations of that department and to work cooperatively and collaboratively with other management staff of the Authority; and to perform related work as required.

SUPERVISION RECEIVED: Works under the general direction of a superior with wide latitude for the exercise of independent judgement in the performance of assignments. Work is subject to judgement in the performance of assignments. Work is subject to review based on results obtained and for conformance to laws, regulations, policies, rules and defined goals and objectives.

SUPERVISION EXERCISED: Plans, directs and coordinates the work of subordinate employees assigned to the division.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To act as head of a department; with the responsibility of planning, coordinating, directing and controlling the operations of that department.

To work as a liaison for department with the public and various organizations; receiving and solving problematic situations; notifying parties involved and asking for feedback.

To analyze and review new policies affecting the department and clients; and to develop, plan, organize and conduct internal and external training programs when required.

To ensure that the department complies with federal and state regulations in its underwriting activities performed by using systems provided under various private contracts.

To research, update and file reports for the department; and assist in the formation of a departmental budget.

To represent the department and/or authority at training programs, parent's night, professional associations and related activities, as appropriate.

To develop new department procedures which address problems that have occurred and to inform and train employees before implementations.

To develop an understanding of the functions of other departments, such that the incumbent may assume the role and responsibility of the manager for that department

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of the principles and practices of modern office management and the ability to apply this knowledge in supervising and coordinating work of a staff; to have a working knowledge of the underwriting process and collection of a loan; the ability to prepare reports and findings, conclusions and recommendations; the ability to respond to inquiries with research and analysis techniques; the ability to analyze proposed changes in law and regulations and develop changes to procedures and forms based on such analysis; the ability to write and deliver speeches; the children and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a college of recognized standing with related course work in public speaking, accounting, management, business, communications and finance.

Experience: Such as may have been gained through: employment in positions which have led to experience in fields appropriate for/relevant to the department's responsibilities (e.g. guaranty services, claims, default prevention, accounting, collections grants/student employment activities, college savings and/or prepaid tuition programs, etc.)

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

Class Revised: July 7, 1998

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