

Iowa Department of Administrative Services – Human Resources Enterprise
Job Classification Description

Public Service Executive

Definition

Provides overall supervisory management of an organizational segment that constitutes a division or more within a medium or large agency, and determines and develops agency-wide strategy and policy in close conjunction with an agency director; performs related work as required.

The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

Work Examples

Supervises and evaluates the work of subordinates; recommends personnel actions related to selection, disciplinary procedures, performance, leaves, grievances, work schedules, and assignments; administers personnel policies and procedures.

Collaborates with division administrators and the agency director on operational problems that influence agency management/organizational structure; serves as a key resource person in evaluating and recommending solutions to financial and administrative problems.

Establishes long-range program requirements/objectives and continuously evaluates organizational performance in meeting those objectives; identifies/structures the direction programs should take to provide necessary outcomes.

Reports on program accomplishments and justifies critical and far-reaching program changes; provides authoritative advice to the director on matters of key importance to agency goals, programs, and mission.

Directs programs operations through subordinate managers; establishes long-range program objectives and evaluates organizational performance in meeting those objectives.

Develops/maintains working relationships with a broad spectrum of key officials outside of the immediate organization to gain executive, legislative, and related support for management decisions on program priorities and goals; resolves administrative and program problems not covered by policies or precedent.

Represents management in dealing with employee grievances, complaints, and other matters pertaining to employment relations.

Competencies Required

Knowledge:

- Administration and Management – Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

- Personnel and Human Resources – Principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- Customer Service – Principles and processes for providing customer services, including customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.
- Law and Government – Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Economics and Accounting – Economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.

Abilities:

- Written Comprehension – Read and understand information and ideas presented in writing.
- Written Expression – Communicate information and ideas in writing so others will understand.
- Speech Clarity – Speak clearly so others can understand.
- Speech Recognition – Identify and understand the speech of another person.
- Deductive Reasoning – Apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning – Combine pieces of information to form general rules or conclusions.
- Oral Expression – Communicate information and ideas in speaking so others will understand.
- Oral Comprehension – Listen to and understand information and ideas presented through spoken words and sentences.
- Problem Sensitivity – Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Skills:

- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Speaking – Talking to others to convey information effectively.
- Coordination – Adjusting actions in relation to others' actions.
- Management of Personnel Resources – Motivating, developing, and directing people as they work, identifying the best people for the job.
- Social Perceptiveness – Being aware of others' reactions and understanding why they react as they do.

- Negotiation – Bringing others together and trying to reconcile differences.
- Monitoring – Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Complex Problem Solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Minimum Qualification Requirements

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Graduation from an accredited four-year college or university and experience equal to seven years of full-time management-level work in finance, human resources, engineering, law, social work, regulation, data processing, or program research or evaluation.
- 2) Eleven years of full-time management-level work experience in finance, human resources, engineering, law, social work, regulation, data processing, or program research or evaluation.
- 3) All of the following (a and b):
 - a. Seven years of full-time management-level work experience in finance, human resources, engineering, law, social work, regulation, data processing, or program research or evaluation; and
 - b. A combination of a total of four years of education and full-time experience (as described in part a), where thirty semester hours of accredited college or university course work in any field equals one year of full-time experience. Graduation from the Iowa Certified Public Manager Program is also equivalent to one year of full-time experience or education.
- 4) All of the following (a, b, and c):
 - a. Five years of full-time management-level work experience in finance, human resources, engineering, law, social work, regulation, data processing, or program research or evaluation; and
 - b. A combination of a total of four years of education and full-time experience (as described in part a), where thirty semester hours of accredited college or university course work in any field equals one year of full-time experience; and
 - c. A combination of a total of two years of graduate-level education and full-time experience (as described in part a), where twenty-four semester hours of accredited graduate college or university course work in a public-service-related area (e.g., public or business administration, social work, law, education, engineering) equals one year of full-time experience. Graduation from the Iowa Certified Public Manager Program is also equivalent to one year of full-time experience or education.
- 5) Current, continuous experience in the state executive branch that includes one year of full-time work as a Public Service Manager 1, Public Service Manager 2, or comparable specific management-level position.

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