

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

Administrative Consultant

Definition

Functions as a program manager, a project manager, or an administrative representative in controversial, sensitive, and/or complex areas which have a major impact on the operations and services of the Iowa Department of Education (IDE) or the Iowa Board of Educational Examiners (BoEE); performs related work as assigned.

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

Functions as a manager of an agency program which may be controversial, sensitive, and complex; develops a program plan including a mission statement, goals, objectives, policies, and procedures; determines financial and technological resources, staffing requirements, evaluation, reporting procedures, and impact upon program recipients.

Serves as project manager or as a monitor of projects for an agency program or administrative areas which have a major impact on an agency's operations and services; develops a project plan and implementation and evaluation methodology; coordinates all aspects of the project in its various stages with all individuals functionally assigned to the project.

Coordinates a legislative program for the IDE or BoEE having complex state and federal funding sources and programs; authorized to serve as the sole agency representative with the Iowa legislature during regular and interim sessions; acts as spokesperson for the agency at state and federal legislative meetings or with individual legislators or congressional representatives on matters covering agency programs and services; reviews complex state and federal legislative bills and bill amendments affecting the agency in order to keep managers informed of issues having potential impact on program areas; distributes bills to program management for review and comments; keeps management informed of legislative and congressional issues.

Works to maintain and improve relationships with other agencies, community groups, other department components, and other state, local, or federal departments in order to enhance decision-making capability and better implement services in areas which may be controversial.

Collaborates with program managers in organizational or financial management matters which affect agency management; evaluates and resolves operational problems; prepares or directs the preparation of the supporting justifications for equipment, facilities, budget, and staffing; regularly attends management planning and policy-making meetings and provides advisory services.

Promotes the agency's program initiatives by serving in a leadership capacity or as a key player in activities that involve community, business, political, and service provider representatives.

Develops internal procedures and policies for improving coordination among managers and supervisors; keeps employees informed of management goals and objectives and ensures that revised procedures, methods and related work changes are implemented.

Develops for review, administrative rules, legislative proposals, policies, and procedures required to manage agency programs or projects; determines impact and informs program managers, service recipients, other customers, and services delivery staff.

Resolves complex program or project administration problems by analyzing a variety of information including federal and state laws, rules, and regulations and developing solutions that may be innovative.

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.
- Education and Training – Principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- 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.
- Mathematics – Arithmetic, algebra, geometry, calculus, statistics, and their applications.

Abilities:

- Law and Government – Understand and adhere to applicable laws, legal codes, administrative rules, and regulations.
- Written Expression – Communicate information and ideas in writing so others will understand.
- Speech Clarity – Speak clearly so others can understand.
- 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.
- Written Comprehension – Read and understand information and ideas presented in writing.
- 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.
- Information Ordering – Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- 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:

- 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.
- Reading Comprehension – Understanding written sentences and paragraphs in work related documents.
- Speaking – Talking to others to convey information effectively.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.
- Negotiation – Bringing others together and trying to reconcile differences.
- Active Learning – Understanding the implications of new information for both current and future problem-solving and decision-making.
- Monitoring – Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Service Orientation – Actively looking for ways to help people.
- 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 five years of full-time, professional-level work in program administration, development, management, or operations.
- 2) A combination of a total of nine years of education and full-time experience (as described in number one), where thirty semester hours of accredited college or university course work may substitute for one year of full-time experience.
- 3) Graduation from an accredited college or university with a Master's degree in social work, law, education, engineering, or public or business administration, and experience equal to three years of full-time, professional-level work in program administration, development, management, or operations.
- 4) Current, continuous experience in the state executive branch that includes two years of full-time work as an Education Program Consultant.

Effective date: 04/15 SA