

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

## Chief Operating Officer

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### Definition

Serves as the chief operating officer of a cabinet-level agency, providing policy-making authority level, professional management services through direct reports managing day to day activities; determines and develops operational strategy and policy in close conjunction with the department director and/or deputy 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.

Initiates and implements policy decisions impacting both the day-to-day and long-range operations of all facets assigned in support of its mission; coordinates these operations and keeps the Director and senior management informed of all major developments; establishes related policies and procedures to ensure all programs are administered in an efficient and timely manner and in compliance with state and federal law, regulations, administrative rules and board directives.

Plans, develops and establishes rules, policies and objectives; assists with the establishment and oversight of administering of programs as directed by legislation.

Oversees the development and implementation of internal policies and procedures for efficient work flow; oversees an efficient and timely budget and accounting process; establishes procedures for professional services contracts; collaborates with the Director, senior management, and other key staff as needed for orderly and efficient operation of the Division.

Analyzes organizational, operational, and/or legal issues and develops strategic solutions; guides staff members to establish appropriate priorities; periodically evaluates division performance on goals and objectives.

Provides input, interpretation and direction related to compliance on all programs and directives; gives direction/input on new or revised legislation which would impact programs; serves on various interagency committees.

### 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.

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- 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.
  - Personnel and Human Resources – Principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
  - English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

**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.
- Oral Expression – Communicate information and ideas in speaking 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.
- Originality – Come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.
- 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.
- Complex Problem Solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- 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.
- 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.
- Management of Personnel Resources – Motivating, developing, and directing people as they work, identifying the best people for the job.
- Management of Financial Resources – Determining how money will be spent to get the work done, and accounting for these expenditures.

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- Monitoring – Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
  - Negotiation – Bringing others together and trying to reconcile differences.
  - Reading Comprehension – Understanding written sentences and paragraphs in work related documents.
  - Writing – Communicating effectively in writing as appropriate for the needs of the audience.
  - Active Learning – Understanding the implications of new information for both current and future problem-solving and decision-making.

### **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 with a bachelor's degree and experience equal to eight years of full-time management/executive-level work.
- 2) All of the following (a, b, and c):
  - a. Six years of full-time management/executive-level work; and
  - b. A total of four years of education and/or full-time experience (as described in part a), where thirty semester hours of accredited college or university coursework in any field equals one year of full-time experience; and
  - c. A total of two years of graduate-level education and/or full-time experience (as described in part a), where twenty-four semester hours of accredited graduate college or university coursework in public administration, business administration, or a related field equals one year of full-time experience.
- 3) Current, continuous experience in the state executive branch that includes experience equal to six months of full-time work as a Public Service Executive or comparable management-level position.
- 4) Current, continuous experience in the state executive branch that includes experience equal to eighteen months of full-time work as a Public Service Manager 2 or comparable management-level position.

*Effective date: 10/24 KC*