

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE
EXECUTIVE OFFICER 2

DEFINITION

Performs non-supervisory program management work directing a program/organizational segment thereof that represents a moderate part of an agency's total operations; or serves as an executive assistant to a department director; or acts as an agency's legislative liaison whose work deals primarily with state legislation; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Develops a program/project plan including a mission statement, goals/objectives and policies/procedures; determines financial/technological resources, staffing requirements and evaluation/reporting procedures.

Develops implementation/evaluation methodology and coordinates all aspects of the program/project in its various stages with all individuals functionally assigned to the program/project.

Drafts internal procedures for improving coordination between staff; keeps employees informed of management goals/objectives and ensures that new or revised procedures are implemented; works to maintain/improve working relationships with internal agency components, community groups and other state, local, or federal agencies.

Collaborates with agency management on organizational/financial management matters; evaluates/resolves operational problems and prepares supporting justification for equipment, facilities, budget, and staffing; attends management planning/policy-making meetings and provides input.

Serves in a leadership capacity or as a key player in activities that involve representatives from the community, business, politics and service providers.

Maintains contact with businesses, interest groups and other public/private organizations through written business communications (reports, letters, memos and position papers) and makes oral presentations.

Drafts administrative rules, legislative proposals and policies/procedures; determines their impact and informs agency management, customers and program/project staff.

Analyzes a variety of information (e.g., state and federal laws, rules or regulations) and recommends solutions for resolving program/project administration problems.

Represents a state agency with the Iowa legislature during regular/interim sessions; acts as agency spokesperson at legislative meetings and with individual legislators on matters relating to agency programs; reviews legislative bills/amendments having potential impact on agency programs and distributes to management for review/comments; keeps management informed of legislative issues.

Develops, presents and secures enactment of an agency's legislative package; identifies problem areas and fiscal base; researches legal relationships between governmental agencies and drafts recommended code changes; coordinates responses to legislative information requests and fiscal notes.

As an executive assistant to a department director, performs a variety of administrative program duties including: collecting/analyzing program and related data for accuracy, soundness, feasibility, impact and developing written action proposals; investigating customer complaints/inquiries (e.g., general public, legislature and interest groups) and drafting technical reports/correspondence explaining the department's position on policy issues that may be precedent setting; planning, organizing and managing

special organizational projects; making formal presentations and representing/speaking for the administrator at meetings, conferences, etc.; evaluating work organizational processes/operations for efficiency and effectiveness and recommending changes.

COMPETENCIES REQUIRED

Knowledge of the principles, theories, techniques and trends of public administration including financial and resource management, labor relations, objective/plan development, coordination, communication, evaluation, and public relations.

Knowledge of the organizational structure, functions, procedures, and applicable regulatory requirements for the organization served.

Knowledge of the social, environmental, legal, technological, and political factors impacting the programs and services delivered.

Knowledge of source materials, guidelines, and methods used to resolve complex problems not always covered by precedent.

Knowledge of Iowa General Assembly and U.S. Congressional legislative/governmental processes.

Knowledge of information systems, developments, and applications.

Ability to coordinate people and resources required to accomplish objectives without use of supervisory authority.

Ability to read and interpret complex federal and state laws, rules, regulations, and procedures.

Ability to present managerial, technical, and business related material in writing to a wide variety groups, persons, and clients.

Ability to speak to groups and individuals with a wide variety of communication skills, interests, needs, and conflicting views.

Ability to solve program administrative and service delivery problems requiring evaluation of information from a variety of sources with few precedents.

Ability to see problems, situations, or people from different perspectives.

Ability to focus on the key elements of complex programs.

Ability to develop and foster teamwork and motivate a group not bound by organizational authority.

Ability to work closely with supervisors in leading and coordinating the work of maintenance activities.

Ability to drive to various locations to check on road work projects, attend meetings, training and check on road conditions.

Ability to identify equipment and infrastructure needs and develop and manage a budget.

Ability and knowledge to inspect roadways in order to determine maintenance needs.

Ability to operate desktop personal computers as well as laptops to complete required reports.

Ability to train new employees and current employees in new technologies, programs and methodologies.

Ability to respond to emergency calls and situations twenty-four hours a day, seven days a week in all types of inclement weather.

Sufficient stability to respond to intensely emotional reactions, to adjust to work pressures, change, or difficult situations without being negatively impacted by stress.

Displays high standards of ethical conduct. Refrains from dishonest behavior.

Works and communicates with all clients and customers providing quality professional service.

Displays a high level of initiative, effort, attention to detail and commitment by completing assignments efficiently with minimal supervision.

Follows policy, cooperates with supervisors and aligns behavior with the goals of the organization.

Fosters and facilitates cooperation, pride, trust, group identity and team spirit throughout the organization.
Exchanges information with individuals or groups by listening and responding appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from an accredited four year college or university and experience equal to four years of full-time professional level work such as program administration, development, management or operations;

OR

substitution of experience of the caliber and scope indicated above for the required undergraduate college education on the basis one year of qualifying experience is equivalent to one year of undergraduate education;

OR

graduation from the Iowa Certified Public Manager Program may substitute for one year of education or one year of experience;

OR

substitution of twenty-four hours of graduate level course work in a special program curriculum such as Social Work, Law, Education, Engineering, or Public or Business Administration for each year of the required experience to a maximum substitution of two years;

OR

employees with current continuous experience in the state executive branch that includes experience equal to twelve months of full-time work as an Executive Officer 1 or a comparable management level position.

Effective Date: 10/14 KF