

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

## Executive Officer 2

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### 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; 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

Assists supervisor by performing such duties as instructing employees, answering questions, distributing and balancing the workload, and checking work; may make suggestions on selection, promotions, and reassignments.

Develops a program/project plan including a mission statement, goals, objectives, policies, and procedures; determines necessary 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 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 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.

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

Drafts administrative rules, legislative proposals, policies, and procedures; determines 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.

Provides guidance and advice to management or other groups on programmatic, technical, or process-related topics.

Reviews relevant performance data to measure productivity or goal achievement or to identify areas needing cost reduction or program improvement.

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 (e.g., general public, legislature and interest groups) complaints/inquiries 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 director at meetings, conferences, etc.; and evaluating work organizational processes/operations for efficiency and effectiveness and recommending changes.

## **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.
- 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.
- Customer Service – Principles and processes for providing customer services, including customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.
- Clerical Procedures – Word processing, managing files and records, designing forms, and other office procedures and terminology.

### Abilities:

- Law and Government – Understand and adhere to applicable laws, legal codes, administrative rules, and regulations.
- Oral Comprehension – Listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression – Communicate information and ideas in speaking so others will understand.
- Written Expression – Communicate information and ideas in writing so others will understand.
- Written Comprehension – Read and understand information and ideas presented in writing.
- 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.
- 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.

- Monitoring – Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- 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.
- 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.
- 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 with a degree in any field, and experience equal to four years of full-time professional-level work in program administration, program development, program research/evaluation, or management.
- 2) A total of eight years of education and/or full-time experience (as described in number one), where thirty semester hours of accredited college or university course work in any field equals one year of full-time experience.
- 3) All of the following (a, b, and c):
  - a. Two years of full-time professional-level work experience in program administration, program development, program research/evaluation, or management; and
  - b. 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 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, public health, 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.
- 4) Current, continuous experience in the state executive branch that includes twelve months of full-time work as an Executive Officer 1 or comparable specific management-level position.

*Effective date: 03/19 KJ*