

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼  
HUMAN RESOURCES ENTERPRISE  
**PUBLIC SERVICE EXECUTIVE 4**

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**DEFINITION**

Performs supervisory management work directing a program or an organizational segment thereof that constitutes a bureau or division and represents a major part of an agency's total operations; 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**

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

Collaborates with other managers, division administrators and department directors on operational problems that influence agency management/organization and serves as a key resource person in evaluating and recommending solutions to problems, both financial and administrative.

Directs program operations through subordinate managers; selects or participates with considerable weight in the selection of subordinate managers and key program employees; represents management in dealing with employee grievances/complaints and other matters pertaining to employment relations.

Develops policies/procedures for improving coordination among subordinated managers and establishes operational control measures to obtain information and data required for decision-making.

Reviews, modifies, or rejects changes in functions, structure, position design, staffing levels, and related actions proposed by subordinated managers; establishes functional work activities and organizational relationships desirable in meeting specific goals/objectives.

Develops plans/procedures to ensure that subordinate managers follow through with various government-wide programs (e.g., equal employment opportunity, career development, performance appraisals, etc.) to achieve the equitable treatment of employees.

Develops/maintains effective working relationships with a broad spectrum of key officials outside of the immediate organization to generate executive, legislative and related support for management decisions on program priorities/goals.

Provides input in on proposals from inside/outside the agency regarding new or revised legislation/regulations that have a direct impact on program(s) directed.

Resolves a broad spectrum of general administration problems not covered by precedent or established policies.

**COMPETENCIES REQUIRED**

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

Knowledge of the principles, theories, techniques and trends of public administration including financial management, labor relations, data processing and related governmental programs.

Knowledge of source materials and guidelines which can be used to resolve problems encountered not covered by precedent action.

Ability to deal effectively with persons representing widely divergent backgrounds, interests and points of view.

Ability to establish program objectives or performance goals and to assess progress toward their achievement.

Ability to coordinate and integrate the work activities of diverse unit managers.

Ability to analyze organizational and operational problems and develop timely and economical solutions.

Ability to represent the activity both within and outside the organization and to gain support for the agency's program goals.

Displays high standards of ethical conduct. Exhibits honesty and integrity while refraining from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Follows policy and cooperates with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

#### **EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS**

Graduation from an accredited four year college or university and experience equal to six years of full-time progressively responsible management oriented work in a recognized administrative support area, e.g., finance, personnel, engineering, law, regulation, human resource management, data processing, program research or evaluation;

OR

an equivalent combination of education and experience substituting the equivalent of one year of full-time work experience as above for each thirty semester hours of the required education to a maximum substitution of four years;

OR

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

OR

substitution of eighteen semester or equivalent hours of graduate level coursework in a management oriented curriculum, e.g., Public or Business Administration for each year of the required experience to a maximum substitution of two years;

OR

substitution of twenty-four (semester or equivalent) hours of graduate level coursework in a special program curriculum, e.g., Social Work, Law, Education, Engineering, etc., 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 the experience equal to one year of full-time work as a Public Service Executive 3 or comparable management level position;

OR

employees with current continuous experience in the state executive branch that includes the experience equal to two years of full-time work as a Public Service Executive 2 or comparable management level position.

**NOTE:**

For purposes of selective certification 615, direct sales is defined as the direct solicitation of potential customers through route sales, territorial management or sales supervisory experience and the convincing or them to purchase the products or service (i.e., consumer products, business products, equipment, services, etc.).

Experience as a sales clerk or cashier in a department or other store, restaurant, or other enterprise is not considered as qualifying experience.

Effective Date: 03/08 CH