

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

Public Service Manager 1

Definition

Provides supervisory management of an organizational segment that constitutes a division or bureau in a small agency, a bureau or section in a medium agency, or a section or unit in a large agency; and plans and develops goals and procedures to implement policies and vision set at a higher level of management; 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.

Directs/coordinates program operations through subordinate managers and supervisors; represents management in dealing with employee grievances/complaints and other matters pertaining to employment relations.

Analyzes records and reports of work production, expenses, equipment, and staff utilization for effectiveness and cost control.

Assigns/explains work assignments to supervisors for new or changed programs, functions, goals and processes; establishes operating guidelines to implement changes.

Approves, modifies or rejects requests by supervisors/managers for promotions, reassignments, status changes, special awards, etc.; reviews/approves performance evaluations prepared by subordinate supervisors and participates in the selection/discipline of key program employees.

Collaborates with other managers on organizational/financial management matters and serves as a member of a management team in evaluating/resolving operational problems and making decisions.

Prepares supporting data justifying major expenditures (e.g., equipment, facilities, budget, and staffing); participates in management planning/policy-making meetings and provides advice on financial matters.

Develops internal policies/procedures for improving coordination among managers and supervisors and keeps staff informed of management goals/objectives, revised procedures, methods, and work changes.

Analyzes records/reports of work accomplishment and assesses progress towards meeting goals/objectives; takes corrective action when necessary to resolve problems and achieve goals/objectives.

Develops internal plans/procedures to assist managers and supervisors in implementing various government-wide personnel management programs/procedures (e.g., equal employment opportunity, career development, performance evaluation).

Resolves work-related problems in areas that are not covered by precedent or established policies.

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.
- Personnel and Human Resources – Principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- 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.
- Education and Training – Principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- Mathematics – Arithmetic, algebra, geometry, calculus, statistics, and their applications.

Abilities:

- Administration – Plan, organize, control, and effectively direct the work of assigned staff.
- Written Expression – Communicate information and ideas in writing 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.
- 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.
- 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.

- 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.
- 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 four years of full-time work in program administration, development, management, or operations.
- 2) Eight years of full-time work experience in program administration, development, management, or operations.
- 3) All of the following (a and b):
 - a. Four years of full-time work experience work in program administration, development, management, or operations; and
 - b. A combination of 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. Graduation from the Iowa Certified Public Manager Program is also equivalent to one year of full-time experience or education.
- 4) All of the following (a, b, and c):
 - a. Two years of full-time work experience work in program administration, development, management, or operations; and
 - b. A combination of 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 equals one year of full-time experience; and
 - c. A combination of 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, 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.
- 5) Current, continuous experience in the state executive branch that includes one year of full-time work as a Public Service Supervisor or comparable specific management-level position.

Effective date: 12/15 SA