



Career Service Authority  
Operating Section Manager

Page 1 of 4

**GENERAL STATEMENT OF CLASS DUTIES**

Performs second level supervisory duties over an operating section through subordinate supervisors in multiple units.

**DISTINGUISHING CHARACTERISTICS**

This class performs second level supervisory duties. This class is distinguished from a Manager I that manages an operational and/or functional area(s) and performs some elements of supervision by recommending and implementing plans, procedures, policies, programs, and projects.

***Guidelines, Difficulty and Decision Making Level:***

Guidelines are in the form of stated objectives for the section, unit, function, or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit, or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability, and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs, or projects in various stages of completion.

***Level of Supervision Received and Quality Review:***

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program, or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy, and conformance to policy.

***Interpersonal Communications and Purpose:***

Contacts are of a non-prescribed nature involving the negotiation and resolution of problems and where exceptional degrees of discretion, judgment, and specialized knowledge are required in carrying out the programs and policies of an organization.

***Level of Supervision Exercised:***

Supervises two or more first line supervisors.

## ESSENTIAL DUTIES

Delegates responsibility and authority over operational functions to subordinate supervisors. Ensures that work functions, programs, and projects remain consistent with section objectives and policies and initiates proposals for change in section functions, procedures, priorities, or goals.

Manages the budget for the section and allocates funds within the budget to accomplish organizational objectives.

Reviews, develops, and/or modifies work plans, methods, and procedures, determines work priorities, and develops work schedules to provide adequate staff coverage. Provides work instruction, assists employees with difficult and/or unusual assignments, and encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems, mediates conflicts encountered during daily operations, determines appropriate solutions, and promotes teamwork. Encourages regular communication and informs staff of relevant business issues and their impact on the organization.

Develops the performance enhancement plan, documents performance, provides performance feedback, formally evaluates the work of the employee, and provides reward and recognition for proper and efficient performance. Develops and implements training and development plans and opportunities for subordinate staff.

Encourages and guides others toward goals.

Ensures quality, effectiveness, and efficiency of unit activities and safety measures.

Documents causes for disciplinary action, initiates letters of reprimand, and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

Performs other related duties as assigned.

---

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

---

## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledge, & Skills:***

**Integrity/Honesty** - Displays a high standard of ethical conduct, understands the impact of violating these standards on an organization, self, and others, chooses an ethical course of action, and is trustworthy.

**Oral Communication** - Expresses ideas and facts to individuals or groups effectively, makes clear and convincing oral presentations, listens to others, and facilitates an open exchange of ideas.

**Problem-Solving** - Identifies and analyzes problems using sound reasoning to draw conclusions and finds alternative solutions to complex problems by distinguishing between relevant and irrelevant information to make logical judgments.

**Written Communication** - Expresses facts and ideas in writing in a succinct and organized manner.

**Reading** - Understands and interprets written materials including technical information, rules, regulations, instructions, reports, charts, graphs, and/or tables and applies what is learned from written materials to specific situations.

**Leadership** - Inspires, motivates, and guides others toward goals, coaches, mentors, and challenges staff, adapts leadership styles to various situations, and models high standards of honesty, integrity, trust, openness, and respect for individuals by applying these values daily.

**Flexibility** - Is open to change and new information, adapts behavior and work methods in response to new information, changing conditions, or unexpected obstacles, and effectively deals with pressure and ambiguity.

**Supervising a Diverse Workforce** - Implements diversity policies for subordinate staff, supports opportunities to recruit, develop, and retain a diverse workforce, and promotes teamwork, acceptance, and productivity among diverse persons.

**Interpersonal Skills** - Considers and responds appropriately to the needs, feelings, and capabilities of others, and adjusts approaches to suit different people and situations.

**Reasoning** - Identifies rules, principles, or relationships that explain facts, data, or other information, analyzes information, and makes correct inferences or draws accurate conclusions.

**Self Management** - Sets well-defined and realistic personal goals, displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner, works with minimal supervision, is motivated to achieve, and demonstrates responsible behavior.

**Teamwork** - Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

**Decision Making** - Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Knowledge of supervisory principles and practices sufficient to be able to perform the elements of supervision.

**Physical Demands** (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

Walking: moving about on foot.

Sitting: remaining in the normal seated position.

Handling: seizing, holding, gasping, or otherwise working hand (s).

***Working Environment:***

Subject to many interruptions.  
Pressure due to multiple calls and inquiries.

***Education Requirement:***

Bachelor Degree.

***Experience Requirement:***

Three years of professional experience.

***Education/Experience Equivalency:***

Additional appropriate education may be substituted for the minimum experience requirement

Additional appropriate experience may be substituted for the minimum education requirement.

**CLASS DETAIL**

***FLSA CODE:*** Exempt

***ESTABLISHED DATE:*** 09/01/1998

***REVISED DATE:*** 08/09/2009  
07/01/2001

***REVISED BY:*** Patricia Anderson, 8/2009  
Jerome Cooper, 7/2001

***CLASS HISTORY*** 8/2009 - The class specification was placed in the new class specification format.