

Title	Administrative Operations Manager I	Administrative Operations Manager II	Administrative Operations Manager III
Series description	<p>Administrative Operations Managers manage the administrative support functions of a department, or a major subdivision thereof. Management is the process of orchestrating the effective and efficient accomplishment of critical activities through others' performance and supervising employees who perform work in the activities managed. It includes the authority for planning, organizing, directing, coordinating, and controlling activities and resources. Effective management requires systems thinking (the "big picture" context of the issue being addressed; interconnectedness with other issues not readily apparent; consideration of potential ramifications of actions and decisions; how potential effects should reasonably alter the plan of action; what players need to be included or informed).</p> <p>Administrative functional areas typical to this series include, but are not limited to, Legislative Interaction, Business Process Management, Policy and Procedure Development, Budget Development, and Accounting and Financial Management.</p> <p>Levels within the series are distinguished by organizational scope of control and the complexity of agency administrative functions.</p>		
Def	<p><u>Specific to Level</u> Administrative Operations Manager I is the first level of the series in which incumbents manage the administrative support functions for a subdivision of a department. At this level the difficulty of administrative support work is moderately impacted by the organizational structure and scope of control.</p> <p>This is a supervisory job class with substantial responsibility for the exercise of independent judgement in employing, disciplining, or adjudicating grievances of subordinates.</p>	<p><u>Specific to Level</u> Administrative Operations Manager II is the second level of the series in which incumbents either: 1) function as the deputy director of the Administrative Services Division, or equivalent subdivision, for a department whose difficulty of administrative support work is moderately impacted by the organizational structure and scope of control; or 2) manage the administrative support functions for a department subdivision where the difficulty of support work is significantly impacted by the organizational structure and scope of control.</p> <p>This is a supervisory job class with substantial responsibility for the exercise of independent judgement in employing, disciplining, or adjudicating grievances of</p>	<p><u>Specific to Level</u> Administrative Operations Manager III is the third level of the series in which incumbents, under the direction of an Administrative Services Director, or equivalent, function as the deputy director of administrative services in a department whose difficulty of administrative support work is substantially impacted by the organizational structure and scope of control.</p> <p>This is a supervisory job class with substantial responsibility for the exercise of independent judgement in employing, disciplining, or adjudicating grievances of subordinates.</p>

		subordinates.	
DCs	<p><u><i>Specific to Level</i></u></p> <p>At this level an incumbent’s primary duty is managing the administrative support functions for a department subdivision. The management requires systems thinking to integrate the full scope of administration into the organization’s operations. The complexity of administrative support work is characterized by issues that lack clear precedent, and programs with internal conflicts such as in State and federal regulations or funding sources. The organizational scope of control is characterized by an administrative staffing structure that requires supervising or coordinating multiple sub-units’ administrative staff, and supporting multiple business operations.</p> <p>Incumbents normally report to a Division Director, or similar executive, and work with substantial independence in planning, organizing, directing, coordinating, and controlling administrative support activities within state and departmental guidelines.</p> <p><u><i>Comparison of level with other classes</i></u> Administrative Operations Managers I are distinguished from Administrative Officers II by the Administrative Operations Manager</p>	<p><u><i>Specific to Level</i></u></p> <p>At this level an incumbent’s primary duty is managing administrative support functions and requires systems thinking to integrate the administration of multiple distinct operations or subdivisions.</p> <p>Under the first option, as deputy directors of administrative services, incumbents plan, organize, direct, coordinate, and control a department’s administrative support functions. The department’s organizational characteristics (funding sources and revenues; hierarchy; types of operations and facilities; variety of types of work performed; controversy and public concern, etc) have some impact on the administrative work required; however, the department’s required administrative structure is relatively small and departmental control over division administrative work is limited.</p> <p>Under the second option, as managers of the administrative support functions for a department subdivision, incumbents use systems thinking to integrate the full scope of administration into organizational operations. The complexity of administrative support work is characterized by regular controversy and high public visibility;</p>	<p><u><i>Specific to Level</i></u></p> <p>At this level an incumbent’s primary duty, as the deputy director in a department’s administrative support division or equivalent organization, is managing the administrative support functions of a department.</p> <p>The department’s organizational characteristics (funding sources and revenues; hierarchy; types of operations and facilities; variety of types of work performed; controversy and public concern, etc.) have substantial impact on the administrative work required; such as, requiring an administrative structure with multiple levels of supervisors and professional level specialists; and considerable central control over all administrative work in the department.</p> <p>At this level incumbents report to a Division Director, or similar executive, and work with substantial independence in planning, organizing, directing, coordinating, and controlling administrative support activities and resources.</p> <p><u><i>Comparison of level with other classes</i></u> Administrative Operations Managers III are distinguished from Administrative</p>

<p>I's primary authority for planning, organizing, directing, coordinating, and controlling administrative support activities and resources for a department subdivision. Administrative Officers II coordinate and perform professional level administrative work that regularly requires resolving problems where issues involve multiple variables, selecting the best solution requires evaluating conflicting needs, and established guidelines do not readily apply.</p> <p>Administrative Operations Managers I are distinguished from Administrative Operations Managers II by the Administrative Operations Manager I's authority for managing administrative support activities and resources for a department subdivision whose complexities moderately influence the difficulty of the administrative work. Administrative Operations Managers II either: 1) serve as deputy director of administrative services for a department with moderate organizational impact on the difficulty of administrative support work; or 2) manage the administrative support functions for a department subdivision with significant organizational impact on the difficulty of administrative support work.</p> <p>Positions whose work is primarily in a single administrative functional area shall be</p>	<p>considerable conflicts between the administrative needs of different operations, continually changing strategic planning, and regular requirement to locate and develop new resources. The work requires supervising a significant administrative staffing structure.</p> <p>Under both options, incumbents report to a Division Director, or similar executive, and work with substantial independence in planning, organizing, directing, coordinating, and controlling administrative support activities and resources.</p> <p><u><i>Comparison of level with other classes</i></u> Administrative Operations Managers II are distinguished from Administrative Operations Managers I by the Administrative Operations Manager II's responsibility for either: 1) serving as deputy director of administrative services for a department with moderate organizational impact on the difficulty of administrative support work; or 2) managing the administrative support functions for a department subdivision with significant organizational impact on the difficulty of administrative support work. Administrative Operations Managers I manage administrative support activities and resources for a department subdivision whose complexities moderately influence</p>	<p>Operations Managers II by the Administrative Operations Manager III, serving as deputy director of administrative support for a department whose impact on the administrative support work includes elements such as, requiring an administrative structure with multiple levels of supervisors and professional level specialists; and considerable central control over all administrative work in the department. Administrative Operations Managers II either: 1) serve as deputy director of administrative services for a department with moderate organizational impact on the difficulty of administrative support work; or 2) manage the administrative support functions for a department subdivision with significant organizational impact on the difficulty of administrative support work.</p> <p>Positions whose work is primarily in a single administrative functional area shall be allocated to the job class specific to the appropriate area when such a job class exists.</p> <p>Positions predominantly responsible for managing programmatic functions, whose administrative duties are an inherent part of their program management, are excluded from this job class.</p>
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	<p>allocated to the job class specific to the appropriate area when such a job class exists.</p> <p>Positions predominantly responsible for managing programmatic functions, whose administrative duties are an inherent part of their program management, are excluded from this job class.</p>	<p>the difficulty of the administrative work.</p> <p>Administrative Operations Managers II are distinguished from Administrative Operations Managers III by the Administrative Operations Manager II's responsibility for either: 1) serving as deputy director of administrative services for a department with moderate organizational impact on the difficulty of administrative support work; or 2) managing the administrative support functions for a department subdivision with significant organizational impact on the difficulty of administrative support work. Administrative Operations Managers III serve as deputy director of administrative services in a department whose administrative support is substantially impacted by the agency's complexities and requires a significant administrative support hierarchy.</p> <p>Positions whose work is primarily in a single administrative functional area shall be allocated to the job class specific to the appropriate area when such a job class exists.</p> <p>Positions predominantly responsible for managing programmatic functions, whose administrative duties are an inherent part of their program management, are excluded from this job class.</p>	
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<p>EODs</p>	<p><u>Functional Areas same for all levels in series.</u> <u>Duty Descriptions different for each level</u></p> <p>General: Plan, organize, and coordinate organizational structure, staffing, and workflow of the division’s administrative services.</p> <p>Control resources, processes, timeframes, and priorities to efficiently and effectively support division operations.</p> <p>Analyze the division’s organization, operations, and administrative needs and recommend changes, such as centralizing or de-centralizing, to streamline operations and ensure proper control of administrative activities.</p> <p>Structure and organize the division’s administrative processes and reporting within regulatory restrictions of department and central administrative regulatory agencies.</p> <p>Functional area: Legislative Interaction Draft responses to legislative requests for information; prepare materials for budget meetings with legislative committees, research and develop fiscal notes, draft bill</p>	<p><u>Functional Areas same for all levels in series.</u> <u>Duty Descriptions different for each level</u></p> <p>General: Plan, organize, and coordinate organizational structure, staffing, and workflow of the organization’s administrative services.</p> <p>Control resources, processes, timeframes, and priorities to efficiently and effectively support operations.</p> <p>Analyze the supported organization, operations, and administrative needs and recommend changes, such as centralizing or de-centralizing, to streamline operations and ensure proper control of administrative activities.</p> <p>Structure and organize the organization’s administrative processes and reporting within regulatory restrictions of department and/or centralized administrative agencies.</p> <p>Functional area: Legislative Interaction Coordinate responses to legislative requests for information; prepare materials for budget meetings with legislative committees, research fiscal notes, analyze bills, provide legislative testimony, and respond to</p>	<p><u>Functional Areas same for all levels in series.</u> <u>Duty Descriptions different for each level</u></p> <p>General: Plan, organize, and coordinate organizational structure, staffing, and workflow of the department’s administrative services.</p> <p>Control resources, processes, timeframes, and priorities to efficiently and effectively support departmental operations.</p> <p>Analyze the department’s organization, operations, and administrative needs and recommend changes, such as centralizing or de-centralizing, to streamline operations and ensure proper control of administrative activities.</p> <p>Structure and organize the department’s administrative processes and reporting within regulatory restrictions of centralized administrative agencies.</p> <p>Functional area: Legislative Interaction Coordinate responses to legislative requests for information; prepare materials for budget meetings with legislative committees, research fiscal notes, analyze bills, provide legislative testimony, and respond to</p>
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<p>analyses, provide information for legislative testimony, and draft responses to legislative audits.</p> <p>Partner with management to develop and propose new or revised statutes and regulations to implement statutes.</p> <p>Draft materials for educational presentations to specific legislators that increase knowledge and understanding of divisional issues.</p> <p>Functional area: Business Process Management</p> <p>Work with management to develop and refine division mission and performance measures. Coordinate the tracking and reporting of performance measures.</p> <p>Examine the business processes of the division; recommend changes to improve efficiency and effectiveness.</p> <p>Examine proposed changes and directives from regulating agencies; determine the impact on division processes; and modify division processes to comply with State and federal requirements.</p> <p>Functional area: Policy and Procedure Development</p> <p>Plan, organize, and direct or perform the</p>	<p>legislative audits.</p> <p>Coordinate the agency’s development and proposal of new or revised statutes and regulations to implement statutes.</p> <p>Direct and coordinate the preparation of materials for educational presentations to specific legislators that increase knowledge and understanding of divisional or departmental issues.</p> <p>Functional area: Business Process Management</p> <p>Coordinate the development and reporting of performance measures.</p> <p>Serve as a consultant for business process examination, problem identification, and resolution for division and cross-division functions.</p> <p>Examine proposed changes and directives from regulating agencies; determine the impact on processes; and direct modification to comply with State and federal requirements.</p> <p>Functional area: Policy and Procedure Development</p> <p>Direct and oversee the review and revision of departmental administrative policies.</p>	<p>legislative audits.</p> <p>Manage the agency’s development and proposal of new or revised statutes and regulations to implement statutes.</p> <p>Direct and coordinate the preparation of educational presentations to specific legislators that increase knowledge and understanding of departmental issues.</p> <p>Functional area: Business Process Management</p> <p>Provide assistance and coordination to divisions developing and reporting performance measures.</p> <p>Serve as a consultant for business process examination, problem identification, and resolution for departmental and cross-division functions.</p> <p>Examine proposed changes and directives from regulating agencies; determine the impact on department processes; and direct modification of department processes to comply with State and federal requirements.</p> <p>Functional area: Policy and Procedure Development</p> <p>Direct and oversee the review and revision of departmental administrative policies.</p>
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<p>review and revision of division administrative policies. Participate in review of policies and procedures of the division’s programs; recommend changes to ensure administrative requirements are met and to improve efficiency and effectiveness of division operations.</p> <p>Participate in review of State administrative policies and procedures; examine impact on division operations; and recommend changes to responsible agencies.</p> <p>Functional area: Budget Development Direct development and preparation of the division’s annual capital and operating budgets; review budget request documents from program managers; ensure feasibility of alternatives presented, and conformity and consistency with department and OMB instructions and requirements.</p> <p>Provide guidance and coordination to program managers to prepare the division’s budget submission. With management, identify necessary budget changes and prioritize increment requests.</p> <p>Coordinate the modification of the division’s budget requests in response to OMB directives.</p> <p>Provide budget training to administrative</p>	<p>Participate in review of State administrative policies and procedures; examine impact on department operations; and recommend changes to responsible agencies.</p> <p>Functional area: Budget Development Direct development and preparation of annual and capital operating budgets, review divisions’ budget request documents to ensure feasibility of alternatives presented, and conformity and consistency with OMB instructions and requirements.</p> <p>Provide guidance and coordination to divisions to prepare the departmental submission to OMB, evaluate, standardize, and recommend priorities for each division’s proposed budget changes.</p> <p>Direct and coordinate the departmental response to OMB requests for budget modification or clarification.</p> <p>Functional area: Accounting and Financial Management Provide guidance on departmental requirement for establishing accounting structures and reporting requirements.</p> <p>Develop and oversee standardized departmental reporting of budgeted authority, expenditures, and revenue collections. Review and monitor report</p>	<p>Participate in review of State administrative policies and procedures; examine impact on department operations; and recommend changes to responsible agencies.</p> <p>Functional area: Budget Development Direct development and preparation of annual and capital operating budgets, review divisions’ budget request documents to ensure feasibility of alternatives presented, and conformity and consistency with OMB instructions and requirements.</p> <p>Provide guidance and coordination to divisions to prepare the departmental submission to OMB, evaluate, standardize, and recommend priorities for each division’s proposed budget changes.</p> <p>Direct and coordinate the departmental response to OMB requests for budget modification or clarification.</p> <p>Functional area: Accounting and Financial Management Provide guidance on departmental requirement for establishing accounting structures and reporting requirements.</p> <p>Develop and oversee standardized departmental reporting of budgeted authority, expenditures, and revenue collections. Review and monitor report</p>
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	<p>support staff and program managers.</p> <p>Functional area: Accounting and Financial Management Provide guidance to division staff on establishing accounting structures and reporting requirements.</p> <p>Develop and oversee processes and procedures for standardized reporting of budgeted authority, expenditures, and revenue collections.</p> <p>Functional area: Personnel Management Review and approve personnel actions for division, verify budget authority exists for requested changes, and submit to department.</p> <p>Coordinate and oversee the personnel administration issues that affect the division.</p> <p>Functional area: Procurement/Purchasing Direct and coordinate procurements that are sensitive, such as the purchase of controlled goods.</p> <p>Oversee the review of division’s alternate procurements, professional services contracts, and high dollar amount procurements.</p>	<p>submissions. Oversee divisions’ monitoring and control of fiscal areas of concern.</p> <p>Functional area: Personnel Management Review and approve personnel actions for department, verify budget authority exists for requested changes, and submit to Division of Personnel.</p> <p>Coordinate and oversee the personnel administration issues that affect multiple divisions or have departmental impacts.</p> <p>Functional area: Procurement/Purchasing Direct and coordinate procurements that affect multiple divisions or are sensitive.</p> <p>Oversee the review of divisions’ alternate procurements, professional services contracts, and high dollar amount procurements.</p>	<p>submissions. Oversee divisions’ monitoring and control of fiscal areas of concern.</p> <p>Functional area: Personnel Management Review and approve personnel actions for department, verify budget authority exists for requested changes, and submit to Division of Personnel.</p> <p>Coordinate and oversee the personnel administration issues that affect multiple divisions, are sensitive, or have significant departmental impact.</p> <p>Functional area: Procurement/Purchasing Direct and coordinate procurements that affect multiple divisions or are sensitive.</p> <p>Oversee the review of divisions’ alternate procurements, professional services contracts, and high dollar amount procurements.</p>
KSAs	<i>Specific to Level</i>	<i>Specific to Level</i>	<i>Specific to Level</i>

	<p>Considerable knowledge of business management, operations, and the administrative support required to optimize desired outcomes given resource and environmental constraints.</p> <p>Working knowledge of administrative systems and software used in business administration activities, such as tracking expenditures and revenues, procurement and inventory management, employee payroll and position management, etc.</p> <p>Some knowledge of organization and workflow design, position management, and supervisory functions.</p> <p>Skill in working effectively with senior management, adapting to changing priorities, and working on multiple projects with overlapping or conflicting schedules.</p> <p>Skill in working with individuals from a variety of backgrounds; providing guidance for courses of action and behavior; and applying knowledge of team behavior to achieve organizational goals and objectives.</p> <p>Ability to effectively manage the work of others; coach, guide, and mentor staff; and develop the skills and abilities of subordinates.</p>	<p>Considerable knowledge of business management, operations, and the administrative support required to optimize desired outcomes given resource and environmental constraints.</p> <p>Considerable knowledge of administrative systems and software used in business administration activities, such as tracking expenditures and revenues, procurement and inventory management, employee payroll and position management, etc.</p> <p>Working knowledge of organization and workflow design, position management, and supervisory functions.</p> <p>Skill in working effectively with senior management, adapting to changing priorities, and working on multiple projects with overlapping or conflicting schedules.</p> <p>Skill in working with individuals from a variety of backgrounds; providing guidance for courses of action and behavior; and applying knowledge of team behavior to achieve organizational goals and objectives.</p> <p>Skill in working effectively in high pressure situations, maintaining awareness of goals and issues, developing the pros and cons of an issue, and persuading interested parties of</p>	<p>Considerable knowledge of business management, operations, and the administrative support required to optimize desired outcomes given resource and environmental constraints.</p> <p>Considerable knowledge of administrative systems and software used in business administration activities, such as tracking expenditures and revenues, procurement and inventory management, employee payroll and position management, etc.</p> <p>Working knowledge of organization and workflow design, position management, and supervisory functions.</p> <p>Skill in working effectively with senior management, adapting to changing priorities, and working on multiple projects with overlapping or conflicting schedules.</p> <p>Skill in working with individuals from a variety of backgrounds; providing guidance for courses of action and behavior; and applying knowledge of team behavior to achieve organizational goals and objectives.</p> <p>Skill in working effectively in high pressure situations, maintaining awareness of goals and issues, developing the pros and cons of an issue, and persuading interested parties of</p>
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	<p>Ability to work effectively in high pressure situations, maintain awareness of goals and issues, develop the pros and cons of an issue, and persuade interested parties of the best course of action.</p> <p>Ability to identify client needs, provide alternatives for solutions, and facilitate informed decision making.</p>	<p>the best course of action.</p> <p>Skill in identifying client needs, providing alternatives for solutions, and facilitating informed decision making.</p> <p>Ability to effectively manage the work of others; coach, guide, and mentor staff; and develop the skills and abilities of subordinates.</p> <p>Ability to maintain awareness of political influences on the organization's operations and management; work effectively with appointed executives; and remain focused on the effective management of the organization's functions.</p>	<p>the best course of action.</p> <p>Skill in identifying client needs, providing alternatives for solutions, and facilitating informed decision making.</p> <p>Skill in effectively managing the work of others; coaching, guiding, and mentoring staff; and developing the skills and abilities of subordinates.</p> <p>Ability to maintain awareness of political influences on the organization's operations and management; work effectively with appointed executives; and remain focused on the effective management of the organization's functions.</p>
<p>MQs</p>	<p><u><i>Specific to Level</i></u></p> <p>Two years of professional/administrative experience, above the journey level, providing administrative support to a business or organization. The required experience includes work such as Administrative Officer II, Accountant III, Accounting Supervisor II, Human Resource Specialist II, Human Resource Technical Services Supervisors I, Procurement Specialist III, and Grants Administrator III, or similar administrative classes with the State of Alaska, or the equivalent with another employer.</p>	<p><u><i>Specific to Level</i></u></p> <p>One year of experience managing one or more administrative support functions that included supervising technical/paraprofessional or higher level employees.</p> <p>OR</p> <p>Three years of professional/administrative experience, above the journey level, providing administrative support to a business or organization. The required experience includes work such as</p>	<p><u><i>Specific to Level</i></u></p> <p>One year of experience managing one or more administrative support functions that included supervising professional employees.</p>

	<p>OR</p> <p>Four years of professional/administrative level experience providing administrative support to a business or organization. The required experience includes work such as Administrative Officer I, Accountant II, Accounting Supervisor I, Human Resource Specialist I, Procurement Specialist II, and Grants Administrator II, or similar administrative classes with the State of Alaska, or the equivalent with another employer.</p>	<p>Administrative Officer II, Accountant III, Accounting Supervisor II, Human Resource Specialist II, Human Resource Technical Services Supervisors I, Procurement Specialist III, and Grants Administrator III, or similar administrative classes with the State of Alaska, or the equivalent with another employer.</p>	
<p>Note</p>			
<p>MQQs</p>	<p><i><u>Specific to Level</u></i></p>	<p><i><u>Specific to Level</u></i></p>	<p><i><u>Specific to Level</u></i></p>