

Civil Service Title: Administrative Manager-Career Executive (80-01)
Agency Working Title: Deputy Administrator Division of Corporate & Consumer Services

Under the general direction of the Corporate & Consumer Services Division Administrator, serve as the Deputy Administrator with full authority of the Administrator to direct the daily operations of the bureaus and work units in carrying out their responsibilities. Manage the division's programs and business operations, including developing and monitoring program performance indicators. Apply effective management tools to ensure that division is meeting planned objectives. Provide direction for the division's strategic planning. Direct the development of proposed law changes, new and revised administrative rules and changes in division policy. Oversee and manage programs directly related to provisions of the law. Assist department management with integration of the division's programs, services and needs into department-wide planning initiatives. Participate in final policy making decisions. Supervise bureau directors and administrative support staff.

30% A. Assistance to the Administrator.

- A1. Conduct research, prepare reports, memoranda and other documentation relating to compliance issues driving division programs and services.
- A2. Provide policy interpretation and technical advice to the agency's executive staff as it relates to the mission of the division.
- A3. Effectively recommend modifications to agency policies and practices as they affect the business of the division. Coordinate and implement programs and policies necessary to carry out the objectives of the work unit.
- A4. Study and recommend changes to services provided by the division. Implement and ensure maintenance of programs specific to the needs of division customers.
- A5. Prepare advice for the executive staff about trends and changes occurring in areas of interest to the department that are the responsibilities of the division.
- A6. Assist the Administrator in developing methods and timetable designed to achieve program goals.
- A7. Review divisional informational materials prepared for distribution and responses to customers inquiries to assure accurate interpretation of compliance with division programs.
- A8. Review and approve the delivery of methods assuring efficient and effective use of agency and industry resources. Set standards to assure that materials are appropriate, abide by all rules and regulations and are cost-effective to the division and to the agency.
- A9. Act as liaison to legal counsel of affected industries to assure consistent interpretation and to determine policy priorities.
- A10. Work with agency's legal staff to defend settlements and agreements with the Administrator. Cooperate with Department of Justice investigations as necessary.
- A11. Assist the Administrator in carrying out the programs and initiatives of the division in a manner that will achieve maximum effectiveness and efficiency of operations.
- A12. Work directly with key legislative members on issues affecting programs within the division.

30% B. Management of divisional programs and business operations.

- B1. Assist the Division Administrator in establishing administrative and program direction for the division to achieve state and federal goals, legislative mandates, guidelines and directives.
- B2. Ensure planned program objectives and activities are consistent with department and division goals, objectives and strategies.
- B3. Develop and direct a system of administrative and programmatic performance indicators, standards and controls to enable division staff to function productively and provide high quality customer service.

- B4. Support, encourage and monitor participation by division staff in the departments training and career advancement programs.
- B5. Provide leadership and support for changes in work procedures and practices.
- B6. Confer with Bureau Directors and the Department of Administration's Division of Personnel Management on a variety of employee issues for the purposes of meeting program needs and reconciling differences.
- B7. Monitor the division's organizational structure, program direction, planning efforts and financial resources. Recommend changes to improve customer services and staff productivity.
- B8. Monitor the division's business operations, such as procurement, budgeting and facilities planning. Ensure that division managers receive appropriate budget information to use in managing the programs and projects for which they are responsible.
- B9. Effectively apply a wide variety of public policy management tools to effectively carry out division programs.
- B10. At the direction of the Administrator, represent the division at meetings before professional associations, legislators, advisory councils and DFI's executive staff. Prepare and deliver speeches and presentations on division programs, laws, rules and operating practices.

15% C. Management of legal/legislative activities.

- C1. Coordinate and oversee the review and resolution processes involving questions and problems relating to various legal documents and processes involving work of the division.
- C2. Coordinate and work directly with agency legal staff and the Attorney General's Office and other federal, state and local governmental agencies on legal matters affecting the division.
- C3. Manage and oversee the process and assignments of reforming, revising and updating the numerous statutes affecting programs administered by the division. Work directly with legislative representatives on key issues.
- C4. Establish methods to ensure timely and effective divisional performance of legal, legislative and administrative rule responsibilities.
- C5. Initiate research and assign special projects as needed to implement improved service methods for the division. Coordinate additional staff training where needed to better administer key legal or legislative requirements.

25% D. Supervision of bureau directors, charitable organizations and administrative support staff.

- D1. Ensure that program development and divisional operations are adequately designed, appropriately managed and consistently coordinated with other DFI divisions.
- D2. Provide direction and support to directors and administrative staff of the division to ensure they appropriately carry out their responsibilities to meet planned program and project objectives.
- D3. With direction from the Administrator, assist in the selection, hiring and training of bureau directors and administrative support staff.
- D4. Supervise, direct and measure performance and the accomplishments of divisional staff in accordance with department policies and division goals.
- D5. Assign responsibility and ensure accountability of supervisory and administrative staff for establishing goals, monitoring activity and reporting upon developments.
- D6. Ensure department policies and administrative practices, such as travel guidelines and procurement regulations are followed.

- D7. Promote effective labor/management relations. Foster a positive work environment aimed at helping to improve employee participation, proficiency and effectiveness to help meet division objectives.
- D8. Participate in labor negotiations and grievance issues as appropriate.
- D9. Ensure effective employee relations, and departmental work rules and policies and administration of disciplinary procedures as appropriate.
- D10. Ensure that division staff participate in appropriate training programs, are knowledgeable about equal opportunity and affirmative action policies and that they make a positive contribution to the division's and the department's strategic planning process.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of the principles and practices of public administration and business management.
- Knowledge of the principles and practices of program and policy development.
- Knowledge of the principles of budgeting, accounting, data processing and records management.
- Knowledge of the principles of supervisory practices.
- Knowledge of general business law with the ability to interpret and apply a wide variety of complex rules, regulations and laws.
- General knowledge of the legislative processes.
- Knowledge and understanding of legal practices.

SPECIAL REQUIREMENTS

- Must possess a valid driver's license that meets the State's Risk Management requirements