



## DIRECTOR V

### **CHARACTERISTICS OF WORK:**

This is administrative work with responsibility for serving as head of a division or department within state government. The work includes formulating plans and directing the operating functions through division or unit heads, or other staff members. Incumbents serve as liaison between state and federal authorities; recommend needed regulations, policies, and procedures necessary for proper administration of the division, department, or agency; approve appointment of such personnel as may be necessary to perform the work; confer with advisory committees and cooperate with federal and state officials in carrying out cooperative program; direct the preparation of and approve budget requests and administrative expenditures; and approve maintenance of fiscal controls and expenditures. Responsibilities also include interpreting laws, rules, and regulations as they apply to the agency, division, or department, and maintaining effective public contact with legislative bodies, state and federal officials or agencies, and the general public.

### **MINIMUM QUALIFICATIONS:**

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

### **EXPERIENCE/EDUCATIONAL REQUIREMENTS:**

#### **Education:**

A Master's Degree from an accredited four-year college or university;

**AND**

#### **Experience:**

Three (3) years of experience in the special experience defined below.

**OR**

#### **Education:**

A Bachelor's Degree from an accredited four-year college or university;

**AND**

**Experience:**

Four (4) years of experience in the special experience defined below.

OR

**Education:**

Graduation from a standard four-year high school or equivalent (GED);

AND

**Experience:**

Eight (8) years of related experience of which four (4) years must have been in the special experience defined below.

**Substitution Statement:**

Graduation from a standard four-year high school or equivalent (GED), related education, and related experience may be substituted on an equal basis, except there shall be no substitution for the four (4) years of special experience defined below.

**Special Experience:**

Employment must have been in an administrative, professional capacity in an area of work related to the functional responsibility of the unit in which the position exists. In those units where registered specialists provide the primary source of functional and technical knowledge for planning and accomplishing the mission of the unit, the incumbent must also be registered and experienced in that profession. Work experience must have included supervising and coordinating a variety of functions.

**PHYSICAL REQUIREMENTS:**

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

**Moderate Work:** May frequently exert force equivalent to lifting up to approximately 25 pounds and/or occasionally exert force equivalent to lifting up to approximately 50 pounds.

**Vision:** Requires the ability to perceive the nature of objects by the eye.

**Near Acuity:** Clarity of vision at 20 inches or less.

**Speaking/Hearing:** Possesses the ability to give and receive information through speaking and listening skills.

**Taste/Smell:** Possesses the ability to use the sense of smell to recognize and distinguish odors. Possesses the ability to use the sense of taste to recognize and distinguish flavors.

**Motor Coordination:** While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The incumbent is frequently required to walk. The incumbent is occasionally required to stand; climb or balance; and stoop, kneel, crouch, or bend.

**COMPETENCIES:**

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

**PUBLIC SECTOR COMPETENCIES:**

**Integrity and Honesty:** Demonstrates a sense of responsibility and commitment to the public trust through statements and actions.

Models and demonstrates high standards of integrity, trust, openness, and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

**Work Ethic:** Is productive, diligent, conscientious, timely, and loyal.

Conscientiously abides by the rules, regulations, and procedures governing work.

**Service Orientation:** Demonstrates a commitment to quality public service through statements and actions.

Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers.

**Accountability:** Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to detail to achieve high-level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards, and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions and how it fits into state government.

**Self Management Skills:** Effectively manages emotions and impulses and maintains a positive attitude.

Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork.

**Interpersonal Skills:** Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement.

**Communication Skills:** Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives other cues such as body language in ways that are appropriate to listeners and situations. Takes into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations. Communicates ideas, suggestions, and concerns, as well as outcomes and progress throughout the process of an activity. Provides thorough and accurate information.

**Self-Development:** Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas.

#### **TECHNICAL COMPETENCIES:**

**Communication:** Shares information in writing or verbally.

Concise and correctly answers questions and/or explains or conveys information to the public, agency, co-workers, management, vendors and other entities. Asks appropriate questions to gain information needed to assist the public or provide information to the public, agency personnel (e.g., personnel inside agency, outside agency, and other state's agency personnel), or other entities. Participates effectively in meetings, seminars, and training sessions. Presents oral and written information internally or externally using proper grammar, punctuation, and content. Appropriately documents information using tools such as: letters, e-mails, reports, memoranda, etc. Communicates information in a courteous manner without invoking anger. Knowledgeably refers issues to appropriate agency or other personnel.

**Planning and Organizing:** Accesses current needs, identifies future needs, and prepares plans for acquiring and organizing necessary resources to meet the goals and objectives of a department within an agency or institution.

Plans and gives general direction to activities or program for which responsible. Makes work assignments and oversees work assignments timeframes. Exhibits the ability to handle multiple projects and issues concurrently.

**Department Administration:** Performs general, administrative functions relating to directing a department within an agency or institution.

Establishes and maintains uniform procedures and standards of operation within a division or department. Reviews administrative budget and helps control the expenditures of administrative funds. Maintains proper relationships between departments. Makes recommendations of improving efficiency of the agency. Recommends and approves reports and correspondence.

**Technical:** Is proficient with computers, software, and office technology applicable to position.

Operates various office machines. Is proficient in using computer hardware and software to complete assign tasks, meet agency goals, and produce required products. Possesses knowledge of applicable software products.

**MANAGEMENT COMPETENCIES:**

**Emotional Maturity:** Conducts oneself in a professional, consistent manner when representing the organization.

Has the ability to work through adversity and hold self and others accountable for work actions. Takes risk appropriate to ones level of responsibility. Acts as a settling influence in a crisis. Exhibits the ability to work through challenges and create opportunities.

**Macro Oriented:** Exercises good judgment; makes sound, well-informed decisions.

Understands and appropriately applies procedures, requirements, and regulations related to specialized areas of expertise. Understands effects of decisions on the organization and on other organizations. Acts as a change agent by initiating and supporting change within the agency.

**Working Through Others:** Supports, motivates, and is an advocate for staff.

Creates effective teams; shows a willingness to get work done through others. Clearly and comfortably delegates work, trusting and empowering others to perform. Reinforces and rewards team efforts and positive behaviors. Is fair, yet firm with others. Monitors workloads and provides feedback.

**Results Oriented:** Plans effectively to achieve or exceed goals; sets and meets deadlines.

Identifies, analyzes, and solves problems. Develops standards of performance and knows what and how to measure.

**Resource Management:** Acquires, effectively and efficiently administers, and allocates human, financial, material, and information resources.

**ESSENTIAL FUNCTIONS:**

**Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:**

1. Plans and administers the activities for a department within a state agency or institution.
2. Performs administrative duties relating to the operation and organization of the department and/or program.
3. Supervises staff in the direction and performance of activities.

**EXAMPLES OF WORK:**

**Examples of work performed in this classification include, but are not limited to, the following:**

Administers programs for which responsible through subordinate directors, department heads, and unit supervisors.

Formulates plans, policies, and procedures for carrying out specific programs within a department.

Serves as liaison with other agency, division, or department officials.

Coordinates activities of the division, department, or agency with other government units.

Recommends needed regulations, policies, and procedures for proper administration of program.

Directs fiscal accounting and budgetary activities.

Gives administrative direction to and approves all phases of the programs under supervision.

Authorizes budget requests and expenditures of administrative funds.

Maintains effective public relations between the agency, other departments of government, state and federal officials, and the general public.

Performs related or similar duties as required or assigned.

**INTERVIEW REQUIREMENTS:**

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.