

# Public Service Administrator

<b>Job Code</b>	<b>Job Title</b>	<b>Pay Grade</b>
4269A4	Public Service Administrator I	24
4270A4	Public Service Administrator II	27
4271A4	Public Service Administrator III	29

## **CONCEPT:**

This series includes positions that administer a program(s) or a variety of support activities designed to ensure that an agency or program meets its stated objectives. Technical or specialized skills, or the ability to manage people with these skills, are integral elements of this series. Incumbents implement policies set by others through management of the day-to-day operations required to accomplish the short - and/or long-term objectives of a program or agency. Specifically excluded from this series are executives and managers that set policy and manage processes instead of day-to-day operations.

The levels of this class are distinguished by the level of supervision exercised and the mix of subordinate staff, the scope of financial responsibility, the degree of independence allowed by guidelines, and the impact of the work. Lower level positions in this series may perform duties similar to function specific or specialist classes; however, the variety of support functions performed and the independent judgment exercised differentiate these positions. Incumbents at all levels are expected to have a thorough knowledge of all, or nearly all, of the following: the mission and objectives of the agency or program; how the agency or program is organized to carry out the mission and objectives; how to identify financial, personnel, and material needs and problems; problem solving methods and appropriate tools to improve processes; and how to set goals and develop strategies and procedures to meet goals.

## **TASKS:**

### PSA I

- Administers a single aspect of an agency, program or organizational unit such as inventory or records system management, office equipment and space layout, fiscal operations, student financial aid, hospital admission and dismissal, and reference material maintenance.
- Gathers data for and assists in budgetary, federal grants, statistical, financial and other requested reports; reviews and recommends changes to procedures to ensure compliance with policy; prepares and updates procedural manuals and related instructional materials.
- Participates in seminars, workshops, conferences, and in-service training sessions, hearings or related meetings accepting responsibility for task and maintenance functions of a team.
- Directs the determination of appropriate charges for services provided; oversees procedures for the assessment and collection of reimbursable and chargeable services; assists in the development of computerized management and fiscal systems to monitor services and other chargeable activities; ensures that work outcomes result in improved customer satisfaction.
- Interfaces with information resource management to gather data, study processes, identify problems and to utilize technological analytical tools for the purpose of formulating solutions.
- Establishes, monitors and renews contractual or leasing agreements on hardware maintenance, software license, telecommunication and office equipment, office space, or contract service providers.
- Recruits, trains, coaches and mentors specialized and clerical personnel; assigns, reviews and evaluates work; uses problem solving methods and appropriate tools to improve processes.

### PSA II

- Directs some or all of the major staff services of an agency, hospital or institution, prepares and develops supporting data and presents budget estimates and requests; directs departmental personnel, purchasing, information technology, storekeeping or other related services; performs public relations and liaison duties; promotes cooperation, communication, and coordination within the agency and with other agencies and the public.
- Oversees the licensure and certification functions for a regulatory board or state agency.
- Directs administration of financial accounting and reporting for centralized units such as agency grants, contracts, real estate leases; determines availability of funds to support expenditure; monitors for billing contractual compliance.

- Coordinates delivery of services in assigned program with other units, divisions or agencies. Supervises staff within assigned program, providing guidance and training in program application.
- Prepares and maintains a variety of reports and financial documents such as the agency or section budget, inventory, federal grant reports and EEO compliance reports; reviews purchase orders, vouchers, bills and other information in order to approve requested merchandise or reimbursements.
- Interfaces with information resource management to gather data, study processes, identify problems and to utilize technological analytical tools for the purpose of formulating solutions.
- Supervises record keeping completed by subordinates, assigns work among technical and clerical personnel, establishes priorities for completion of work and provides guidance and final determination regarding proper maintenance and release of historical data.
- Attends agency and departmental staff meetings to formulate agency procedures, determine operational needs and propose revisions to applicable laws and regulations that support and focus on the vision, mission and goals of the organization and work team.
- Establishes a system to detect weaknesses and inadequacies in services and procedures, determines whether needs are being met and makes changes to correct deficiencies and consistently satisfy customers.
- Resolves the most complex problems and complaints insolvable by subordinate staff; encourages creativity, teamwork, employee involvement and the use of quality improvement tools and processes among peers and subordinates.

### PSA III

- Plans, organizes and directs the work of paraprofessional, administrative, technical and/or clerical personnel through subordinate supervisors; establishes operational methods, procedures and forms; develops departmental policies and regulations; prepares various statistical, financial and special reports.
- Directs some or all of the major staff services of an agency or institution, prepares and develops supporting data and presents budget estimates and requests; directs departmental personnel, purchasing, information technology and storekeeping or other related services; performs public relations and liaison duties; promotes cooperation, communication, and coordination within the agency and with other agencies and the public.
- Establishes, evaluates and revises goals and objectives for operations or delivery of services; approves, amends or rejects detailed plans and procedures proposed by section supervisors or specialists; provides necessary resources to do the job.
- Monitors the financial status of the organization; determines availability of funds to support expenditure; recommends to increase or decrease spending in certain areas; determines if accounting procedures are accurate and proper.
- Meets with staff to explain, interpret and discuss programs, laws, rules, regulations, policies and directives; to establish goals; to determine adequacy of services; to finalize plans; and to resolve special problems.
- Empowers employees by encouraging participation in decisions and by delegating responsibility to the lowest level possible; rewards and recognizes both individual and team success.

### LEVELS OF WORK

- Class Group consists of three classes.

**Public Service Administrator I:** This is technical or administrative work directing limited activities necessary to implement the objectives of an agency, program or organizational unit. Work involves revising and implementing procedures through application of established policy; directing and performing staff support activities in the areas of physical and human resource management; administering fiscal operations; and/or providing daily program administration. Incumbent may also oversee expenditures

**Minimum Requirement:** Six months of experience in providing direction necessary to implement the objectives of an agency, program or organizational unit. Education may be substituted for experience as determined relevant by the agency.

**Public Service Administrator II:** This is administrative work directing complex, related activities necessary to implement the objectives of an agency or program. Work involves interpreting technical guidelines, regulations, policies and other materials to revise and implement procedures through application of established policy; directing and performing staff support activities in the areas of physical and human resource management; approving fiscal transactions within set limits; and/or providing daily program administration of a variety of activities.

**Minimum Requirement:** One year of experience in providing direction necessary to implement the objectives of an agency, program or organizational unit. Education may be substituted for experience as determined relevant by the agency.

**Public Service Administrator III:** This is administrative work directing complex, diverse activities necessary to implement the objectives of an agency or program. Work involves interpreting technical guidelines, regulations, and other materials to revise and implement agency policy; directing staff support activities in the areas of physical and human resource management; authorizing and allocating fiscal transactions; and/or providing daily program administration for a variety of diverse activities.

**Minimum Requirements:** Two years of experience in providing direction necessary to implement the objectives of an agency, program or organizational unit. Education may be substituted for experience as determined relevant by the agency.

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