

Public Service Executive

Job Code	Job Title	Pay Grade
4272A4	Public Service Executive I	29
4273A4	Public Service Executive II	32
4274A4	Public Service Executive III	34
4275A4	Public Service Executive IV	36

CONCEPT:

This class series represents positions which are responsible for managing or directing one or more programs to ensure that implementation and prescribed activities are carried out in accordance with specified objectives. Management and program knowledge rather than technical or specialized skills are the essential requirement of this class series. Positions generally provide direction to subordinate associates who are responsible for specific activities or phases of a program. Specifically excluded from this series are administrator positions which execute program directives; positions in which specialized subject-matter or functional competence is a necessary qualification requirement; and executive director positions which have overall responsibility for the performance of program or programs.

The levels of this series are distinguished by the complexity and scope of the areas managed, the degree of accountability for success or failure, and the degree of independence within which incumbents manage. Incumbents are expected to exercise a high degree of stewardship in management of resources for which they are responsible. Incumbents are expected to have knowledge of, and to employ quality management principles such as focus on customer expectations, continuous improvement, team building, coaching, and empowering employees.

TASKS:

PSE I

- Plans, organizes and directs the activities and manages the resources necessary to operate and maintain a program(s) of limited scope; ensures that the work performed in the area of responsibility is in compliance with agency policies; recommends operational policies and procedures; may prepare and manage a budget.
- Confers with agency staff and private and public entities to explain, interpret and discuss programs, laws, rules, regulations, policies and directives; establishes goals and finalizes plans; resolves special problems.
- Promotes public awareness of program(s); responds to the public's requests concerning agency procedures and applicable laws; cooperates with public or community organizations in planning and providing effective services.
- Promotes awareness of total quality management practices including a commitment to bring about positive organizational change through the use of processes, tools, education, recognition, and communication; fosters teamwork using a disciplined problem solving and decision making approach.
- Interfaces with information resource management to gather data, study processes, and identify problems and to utilize technological analytical tools for the purpose of formulating solutions.
- Meets with superiors to obtain approval, information, and direction and to discuss problems relating to administration of services or program content and objectives.
- Prepares or directs the preparation and maintenance of necessary records and reports.
- May develop and establish standards to evaluate the effectiveness of staff; designs initiatives to assist staff in developing and improving their job skills.

PSE II

- Plans, organizes and directs activities of a program(s) having multiple sub-programs and or diverse activities; formulates policies, and interprets and directs the application of policies and guidelines; ensures work performed is in compliance with agency policies as well as state and federal law.
- Confers with agency staff to explain, interpret and discuss programs, laws, rules, regulations, policies and directives; establishes goals and finalizes plans; determines adequacy of services; resolves special problems.

- Promotes public awareness of program(s); responds to the public's requests concerning agency procedures and applicable laws; cooperates with public or community groups in planning and providing effective program services; may participate as a member on national, state or local committees and organizations.
- Promotes awareness of total quality management practices including a commitment to bring about positive organizational change through the use of processes, tools, education, recognition, and communication; fosters teamwork using a disciplined problem solving and decision making approach.
- Interfaces with information resource management to gather data, study processes, and identify problems and to utilize technological analytical tools for the purpose of formulating solutions.
- Meets with superiors to obtain information and direction and discuss problems relating to administration of services or program content and objectives.
- Develops strategic plans, with emphasis on performance based customer service; manages program budget(s); may allocate resources.
- May develop and establish standards to evaluate the effectiveness of staff; designs initiatives to assist staff in developing and improving job skills.

PSE III

- Directs and controls resources necessary to operate and maintain multiple agency programs and activities; establishes and/or approves operating procedures, objectives and goals within broad agency and regulatory guidelines.
- Formulates policies; interprets, directs and/or coordinates the application of policies and guidelines through contractors, vendors, providers, or lower level managers; ensures that the work performed is in compliance with agency policies as well as state and federal laws.
- Establishes performance measures for contractors, vendors, or providers to ensure work is performed according to requirements.
- Develops short and long-range strategic plans including the allocation of resources, establishment of objectives, and strategies to accomplish objectives.
- Develops and maintains budget(s); accountable for program results and effective utilization of physical, financial and or human resources.
- Promotes awareness of program(s); responds to the public's requests concerning agency procedures and applicable laws; cooperates with public or community groups and functions as a liaison for contractors, vendors, or providers in planning and providing effective program services; may participate as a member on national, state or local committees and organizations.
- Uses management systems and tools to continually improve program services and procedures, to determine whether needs are being met; initiates changes to correct deficiencies; and adapts programs and services to meet changing needs.
- Meets with superiors to obtain information and direction and to discuss problems relating to administration of services or program content and objectives; coordinates program efforts with functions and programs of other agencies.
- Develops and establishes standards to evaluate the effectiveness of staff and contractors, vendors, and providers; designs initiatives to assist staff in developing and improving job skills and develops courses of action as necessary for contractors, vendors or providers if established performance measures are not met.
- Promotes understanding of and participation in total quality management practices including a commitment to bring about positive organizational change through the use of processes, tools, education, recognition, and communication; fosters teamwork using a disciplined problem solving and decision making approach.
- Interfaces with information resource management to gather data, study processes, and identify problems and to utilize technological analytical tools for the purpose of formulating solutions.

PSE IV

- Directs a variety of related programs or major operational units having state-wide or agency-wide impact including all policy development and administration activities.
- Directs the development of budgets; evaluates budget initiative papers; approves justification and explanation of budget recommendations; monitors fiscal responsibility of subordinate managers.
- Develops short and long-range strategic plans including the allocation of resources, establishment of objectives, and strategies to accomplish objectives.
- Serves as the legislative liaison; develops legislative proposals; may prepare and present legislative testimony; continually monitors and reacts to legislative agenda and actions.

- Develops and establishes standards to evaluate the effectiveness of subordinate managers; designs initiatives to assist staff in developing and improving job skills.
- Oversees the preparation of specifications relating to contracts for agency services that are administered by private providers or organizations.
- Serves on the executive management team for the agency; functions as an advisor to senior management with frequent contacts with cabinet-level executives, other agencies' senior management officials, the public, or the media.
- Establishes and guides the directions of teams in developing solutions to identified problems and to continually refine processes, activities and programs of the agency.
- Promotes understanding of and participation in total quality management practices including a commitment to bring about positive organizational change through the use of processes, tools, education, recognition, and communication; fosters teamwork using a disciplined problem solving and decision making approach.
- Interfaces with information resource management to gather data, study processes, and identify problems and to utilize technological analytical tools for the purpose of formulating solutions.

LEVELS OF WORK

- Class Group consists of four classes.

Public Service Executive I: This is managerial work with limited scope in planning, organizing and directing the activities and managing the resources necessary to operate and maintain a program; or assist in the management of a program with diverse sub-programs and or activities. Work involves developing or revising the program(s) operating policies, procedures, objectives and goals within agency or regulatory guidelines; recommending changes to program policies or regulations due to changes in laws, requirements or activities; using management systems and tools to determine, assign and oversee the quality of work; directing and coordinating the program activities, and potentially exercising control over resources for specific phases of a program(s).

Minimum Requirement: One year of experience in planning, organizing and directing the work of a department, program or agency. Education may be substituted for experience as determined relevant by the agency.

Public Service Executive II: This is managerial work planning, organizing and directing the activities and managing the resources necessary to operate and maintain a program or programs that have multiple sub-programs and/or diverse activities. Work involves developing or revising the program(s) operating procedures, objectives and goals within agency or regulatory guidelines; formulating policies, and interpreting and directing the application of policies and guidelines; using management systems and tools to determine, assign, and oversee the quality of work and to direct and coordinate program activities; and exercising control over resources for specific phases of a program(s).

Minimum Requirement: Two years of experience in planning, organizing and directing the work of a department, program or agency. Education may be substituted for experience as determined relevant by the agency.

Public Service Executive III: This is diverse or complex managerial work exercising authority and control over the resources necessary to operate and maintain multiple agency programs and activities. Work involves establishing and/or approving operating procedures, objectives and goals within agency or regulatory guidelines; formulating policies, and interpreting and directing the application of policies and guidelines; using management systems and tools to determine, assign and oversee the quality of work; and coordinating or managing the resources and budgets necessary for operations through contractors, vendors, providers, or lower level managers.

Minimum Requirements: Three years of experience in planning, organizing and directing the work of a department, program or agency. Education may be substituted for experience as determined relevant by the agency.

Public Service Executive IV: This is highly diverse or complex managerial work exercising authority and control over the resources necessary to operate and maintain diversified statewide agency programs and activities. Work involves coordinating the activities and setting the priorities necessary to ensure programs meet the overall mission and goals of the agency, and managing the resources to meet those goals. Work also includes developing and evaluating the effectiveness of subordinate managers in the planning, development and administration of programs.

Minimum Requirements: Four years of experience in planning, organizing and directing the work of a department, program or agency. Education may be substituted for experience as determined relevant by the agency.

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