

DESCRIPTION: Under general to administrative supervision, provides specialized, technical support facilitating, designing, and documenting organizational structures, administrative policies, and management systems in an agency. Individuals in these positions will establish effective partnerships with agency leadership and stakeholders for the purpose of developing strategic plans and policies to assesses, diagnose, and address human and technical performance barriers to achieving program and division goals and requirements. Potential topics to research include but are not limited to: areas with fiscal loss; deficiencies in adhering to internal controls and/or regulations/policies; improvements in utilization of human and capital resources; areas with political implications of services not delivered to people served by the State; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the first level in the Operations Consultant series. Incumbents serve as a change liaison to help facilitate effective implementation or modifications to current business practices or to improve the performance of human resources. They are involved with designing, facilitating, and documenting system-wide and program specific strategic, action and business planning and analysis. Work is of a highly diverse and complex nature characterized by a broad range of activities and frequently changing conditions, situations, and problems. Considerable analytical thought and individual judgment is required for interpreting a variety of factors, problems, and solutions for methods and procedures. Effective communication skills must be utilized in order to gain cooperation and trust of agency management and stakeholders.

The Operations Consultant series differs from the Information Technology Business Systems Analyst series in that it encompasses the analysis and improvement of all possible business processes and resources; the focus is on the effective and efficient use of resources, both human and technological. In addition, incumbents operating under this class series will not provide on-going technical support or training to end-users, as they would if classified as an IT Business Systems Analyst. The Research Analyst class series differs from the Operations Consultant series in that its focus is the compilation of data and statistics for reporting purposes. The resulting research may be used by management to determine the effectiveness of services and programs, but the Research Analyst would not necessarily be the agent for change.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Consults with senior leadership and other department level leadership planning groups to identify the most effective and efficient strategies for collaboratively involving all the people with the necessary expertise, authority and stakeholder interest to move initiatives from conceptualization through planning, development and to successful implementation.

Designs, facilitates and documents agency system-wide planning and other decision making processes including system-wide strategic planning. Documents existing business processes and proposed modified business processes with the preparation of project proposals and Statement of Work.

K78151 – OPERATIONS CONSULTANT (continued)

Organizes group planning activities into precise phases which are prioritized and details the order of the work to be conducted. Prepares project status reports to distribute to project team members, stakeholders, and management.

Consults and advises leadership on the technical and group aspects of the planning processes in the context of critical and sensitive policy areas with characteristically important political implications.

Develop policies and procedures to improve efficiency, cost-effectiveness, and/or improve internal and external customer service; prepare reports and recommendations; monitor changes.

Researches topics, procedures, issues, and proposed legislation as requested by agency leadership and other department level leadership planning groups.

Processes and facilitates the satisfactory resolution of interpersonal and group conflict for individuals/groups both internal and external to the agency. Provides process design and facilitation/mediation support for high level, high stakes meetings, events, and activities.

Evaluates effectiveness of implemented changes; recommends process revisions as needed and documents associated changes.

ENTRY KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (Applicants will be screened for possession of these through written, oral performance and/or other evaluations.)

Knowledge of: organizational effectiveness theory; research design and analysis; the practices of administration in state government; mission, goals and objectives of the agency; applicable rules, policies, and regulations governing a program; the organizational structure, functional relationships and administrative processes of an agency; management practices, theories, techniques, and methodology; the principles and methods used in the collection, analysis, and presentation of administrative and managerial data; the application of and uses of office procedures and equipment, including electronic data processing equipment and software.

Skill in: strategic, systems and operations planning; policy analysis; written and oral communication; public speaking; meeting planning and facilitation; mediation and conflict resolution; project management; the analysis and interpretation of data; team leadership; basic computer applications (word processing, e-mail, internet, database and spreadsheet); interpretation and application of research results; and development of proposals.

Ability to: conceptualize; lead strategic planning efforts; develop business plans; apply the principles and concepts of organization and administration to governmental operations; recognize and analyze trends and critical elements in data pertinent to identify a problem and possible solutions; manage system-wide processes; exchange information effectively with a variety of groups; analyze policy options and make recommendations; work independently with minimal supervision; work with agency customers, public officials, legislative staff, elected official and the general public; synthesize and summarize complex and complicated data and information; collect and apply relevant data and information; develop and refine conceptual frameworks for understanding and addressing planning, program and policy issues; solicit, summarize and apply input from a variety of constituent groups/individuals; manage and resolve conflicts, confrontations, and disagreements in a positive and constructive manner.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Bachelor's degree in business or public administration, organizational communication, social and behavioral science, management information systems, or related field and experience in business analysis or project management. Related experience may be substituted for the education requirement on a year-for-year basis.

SPECIAL NOTES:

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).