

STATE OF NEBRASKA CLASS SPECIFICATION
OPERATIONS CONSULTANT MANAGER

EST: 2/24/14
CLASS CODE: V78152

DESCRIPTION: Under administrative direction, supervises and directs staff engaged in facilitating, designing, and documenting operations analysis activities, including analysis of organizational and procedural systems, to provide information and recommendations on which major policies and programs can be developed, implemented, and evaluated. Decisions and recommendations may affect multiple programs on a state-wide basis with the goal of optimizing resources to create efficiency in operations and services provided within State government. 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. May perform technical and analytical duties similar to work of assigned staff; 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 highest level in the Operations Consultant series. This classification operates under full supervisory capacity, responsible for employee selection, performance evaluation, work assignments, discipline, training, and termination. The Operations Consultant Manager coordinates and determines work priorities and objectives for Operations Consultants and other administrative staff. 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.

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.)

Supervise professional, technical and/or clerical staff including hiring, promotion, training, assigning and monitoring work, performance evaluation, and discipline.

Schedule, direct, and evaluate the work of professional and support staff involved in designing, facilitating, and implementing business processes to ensure effective and efficient use of time, equipment, and resources, and to meet the goals of the project/program.

Establish effective partnerships with agency leadership for the purpose of developing strategic plans to assess, diagnose and address human and system performance barriers to achieving business goals.

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Facilitate planning, problem-solving and decision-making meetings to assist system leaders and teams as necessary. Assure work includes collaboration with key stakeholders (both internal and external to agency).

Prioritize, plan, launch, and direct projects for identified areas for improvement. Direct or participate in studies of new and existing programs and special projects to determine feasibility, resolve problems including organizational, procedural, technical, and fiscal research and analysis. Perform analysis of current resources/processes.

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

Determine, acquire, and allocate staff, equipment, or other resources to attain established and proposed goals and objectives and implement recommended changes.

Coordinate shared business initiatives across cross-functional teams (state agencies, clients, public, contracted vendors, internal/external customers).

Review and approve documentation with existing business practices and proposed modifications, including required business rules, regulations, policies, and standards that will maintain compliance with internal controls and state/federal laws.

Consult and advise 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.

Synthesize developments in academic and professional literature to make essential knowledge and skills accessible through customized training curricula to meet specific needs of groups and individuals.

Facilitate the satisfactory resolution of interpersonal and group conflict for individuals/groups both internal and external to an agency.

Evaluate agency programs or services after system or organizational changes are implemented; document any revisions made.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

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; 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.

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Ability to: plan, assign, direct and evaluate the work of subordinate staff; 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; analyze policy options and make recommendations; work independently with minimal supervision; exchange information effectively with agency customers, public officials, legislative staff, elected official and the general public; synthesize and summarize complex and complicated 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.)

Bachelor's degree in business or public administration, organizational communication, social and behavioral science, management information systems, or related field; experience in business analysis or project management and in supervising/managing staff. 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).