

### FACILITY OPERATING OFFICER I

DESCRIPTION: Responsible for the planning, direction, and coordination of operational programs, policies, objectives and initiatives for a Health and Human Service field facility such as a Veterans Home.

DISTINGUISHING CHARACTERISTICS: This is the first level in the Facility Operating Officer series. Class differences within the series are primarily related to responsibility factors such as size of staff directed, budget, span of control and program complexity. Incumbents primarily direct a work force of less than 75 FTEE and are located at a facility with a budget of less than 10 million dollars.

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.)

Directs activities of facility to plan procedures, establish responsibilities, and coordinate functions among departments.

Analyzes facility operations to evaluate performance to determine areas of program improvement and cost reduction.

Develops, plans, and organizes, and administers agency/facility policies and procedures to ensure operational objectives are achieved.

Assists in preparing the facility budget and directs and monitors expenditures of department funds.

Directs and conducts studies and research and prepares reports and strategic plans relating to facility operational trends and program objectives and accomplishments.

Determines and requests staff, material and equipment needs for facility operations.

Confers with facility managers and other agency program managers to discuss and solve facility problems and issues that impair effectiveness and efficiency of operations.

Reviews and compares work performance of subordinate staff with established standards to determine employee production levels, training needs and appropriate personnel actions such as promotions, disciplinary actions, status changes, separations and grievance dispositions. Hires facility staff.

Communicates with and advises subordinate supervisors and staff to exchange information on facility operations, policies, procedures, initiatives and objectives.

Develops facility procedures to respond to changes in statutes, administrative policy and accreditation standards.

Chair or direct various facility committees such as safety, labor relations and quality assurance

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Represents and promotes the objectives and services of the facility and agency before associations, community groups, federal agencies and other public government agencies.

Conducts environmental and safety facility inspections and develops action plans to resolve deficiencies.

Attends member/client council meetings, receives and investigates reports of member/client complaints or allegations of abuse.

Acts on behalf of the Facility Administrator in their absence.

FULL PERFORMANCE KNOWLEDGE, ABILITIES AND SKILLS REQUIRED: (These may be acquired on the job and are needed to perform the work assigned.)

Knowledge of: Health and Human Service System organization, programs, services, missions, goals, objectives, rules, administrative regulations, accreditation standards, policies and facility policies and procedures.

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

Knowledge of: principles and processes involved in business and organizational planning; coordination and execution such as strategic planning, resource allocation, staffing modeling and leadership; policies and practices involved in Human Resources functions including recruitment, selection, training, labor relations and employee relations; budget formulation and administration practices.

Ability to: communicate effectively to a variety of individuals; listen and understand information presented by others; apply deductive and inductive reasoning to variety of situations; apply original solutions to topics or situations and handle sensitive situations.

Skill in: managing financial resources; evaluating facility operations; identifying problems; gathering information; determining effective solutions; and managing Personnel and material resources.

JOB PREPARATION GUIDELINES: (Entry knowledge, abilities, and/or skills may be acquired through, BUT ARE NOT LIMITED TO, the following coursework/training and/or experience.)

Bachelor's degree in business/public administration or other appropriate discipline and five years of related administrative/managerial experience.