

STATE OF NEBRASKA CLASS SPECIFICATION
HIGHWAY COMMUNICATION SERVICES MANAGER

EST: 05/89 - REV: 08/15
CLASS CODE: V03370

DESCRIPTION: Under administrative direction; plans, organizes, and manages the operations and supervises unit supervisors and technical staff of multiple, diverse units within the Department of Roads Communication Division. Manages the administrative functions of these operations including budget, fiscal, and personnel administration, and policy development and implementation; 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 a single-level, full performance classification restricted in use to the Nebraska Department of Roads (NDOR). Positions are responsible to perform supervisory duties directing various technical and support staff members and perform managerial duties directing various records, technical, and informational processing units within the Communication Division. This class is distinguishing from other administrative services classes by the scope and impact of the agency-wide technical and information functions directed.

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.)

Plans, organizes, and coordinates work units and operations managed and activities of employees supervised to balance workloads, achieve work objectives, and ensure consistent application of policies and standards. Oversees work, productivity, budget, and personnel issues for these areas.

Determines fiscal, staffing, materiel, and equipment needs and prepares and submits proposals for these resources to support financial, purchase, and service requests; prepares an operating budget. Coordinates with the division manager the budget, accounting, and expenditure activities for the Highway Commission.

Consults and guides employees supervised, and other NDOR staff to determine work plans, schedules, priorities, and due dates, and to identify and resolve operational concerns and policy issues.

Trains and motivates employees supervised and administers performance management processes to set work expectations and develop employee capacity to perform, and monitor and evaluate work performance and recommend personnel actions.

Confers with NDOR and other agencies' managers, users of NDOR services, and product vendors and service contract representatives to identify and secure agreements about specifications, time tables and schedules, billings, and other aspects of the products provided and services rendered.

Represents the manager and the goals and needs of the Communication Division at meetings and conferences to establish and promote NDOR and division policies and processes, and resolve issues pertinent to the operations managed; directs as assigned the entire Division.

Approves or denies and coordinates agency-wide equipment repairs and contracts administered, pertinent to the operations managed, to ensure appropriate administration and use of these resources.

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Conducts administrative and research projects, analyzes and interprets NDOR policies, legislation, and data, prepares reports and correspondence, and recommends courses of action to facilitate divisional activities and ensure conformance of operations to applicable regulations and directives.

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

Knowledge of: the principles of management, supervision, and human relations; the practices and equipment of the operations managed; the methods and procedures of training and staff development; business mathematics and basic statistics; the concepts and processes of basic budgeting, accounting, and records management; the mission, organization, and objectives of the Department of Roads; State and federal regulations governing the operations managed; State and agency accounting, budgetary, and contract administration practices and processes.

Ability to: communicate ideas and facts to diverse audiences in varied settings in person and through correspondence, reports, and electronic means; compile and condense data, textual material, and other information to prepare administrative reports; interact with agency managers, peers, and assigned employees to foster cooperation with others; identify and prioritize problems and formulate possible solutions; coordinate and schedule the work activities of others; make decisions that conform to law, regulations, and policies; interpret and apply regulations and policies to managerial and operational problems; plan, organize, and manage the functional and administrative activities of the work units and operations managed; formulate and implement procedures and policies; delegate responsibility and achieve results through assigned employees in an appropriate and effective manner; hear and resolve employee complaints, problems, and grievances and handle personnel issues in a positive and productive manner; meet needs and resolve complaints of vendors, agency representatives, and the public; identify and evaluate financial, personnel, operational, and organizational issues and options.

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 public or business administration, education, public relations, or a related management, communication, or human relations discipline, and three years of experience: in coordinating activities of one or more work units; or in managing resources of a work unit or an organizational operation; or in supervising assigned employees; or in leading/guiding members of a work group or project team. Additional years of education or experience in the areas described may substitute for the required experience or education, on a year-for-year or equivalent 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).