

## STATE OF SOUTH DAKOTA CLASS SPECIFICATION

**Class Title: Central Services Program Manager**

**Class Code: 11950**

**Pay Grade: GJ**

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### **A. Purpose:**

Manages a central services program by evaluating services, establishing policies and procedures, enforcing rules and regulations, developing the budget and supervising daily operations to provide cost efficient and effective services to state agencies.

### **B. Distinguishing Feature:**

The Central Services Program Manager manages and supervises a central services program, such as central mail, that provides services to state government and local agencies.

### **C. Functions:**

*(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)*

1. Supervises subordinate staff to ensure that the objectives of the work unit are met.
  - a. Interviews and selects staff.
  - b. Provides training and work direction.
  - c. Approves leave requests.
  - d. Addresses staff problems and recommends disciplinary action.
  - e. Conducts performance appraisals and completes performance documents.
2. Manages operations of a central services program to ensure consistent and efficient delivery of program services.
  - a. Develops and implements program policies and procedures and supervises their implementation with state and local agencies.
  - b. Develops program budget request, monitors expenditures and approves program purchases.
  - c. Serves as a liaison between program and federal agencies, state agencies and state boards, and represents the program at meetings.
  - d. Researches, develops and implements cost and time-saving methods to provide effective services to state and local agencies.
3. Performs other work as assigned.

### **D. Reporting Relationships:**

Typically reports to a department administrator or manager. Typically supervises staff located in that particular central services program.

### **E. Challenges and Problems:**

Challenged to remain current on new technologies, constantly changing state and federal regulations, and program standards to provide cost effective and efficient responses to requests and projects from state agencies. Because this is a central services program, the program is utilized as the expert authority regarding federal regulations and standards.

Typical problems resolved include determining equipment malfunctions, answering procedural questions from agencies, responding to complaints, motivating staff, handling personnel problems and disciplinary actions, and scheduling priority projects.

**F. Decision-making Authority:**

Decisions made include determining long-term and daily operational policies and procedures, approving agencies' requests, distributing and prioritizing work, determining equipment needs, and proposing the initial budget request.

Decisions referred include final approval of major equipment purchases and final budget requests.

**G. Contact with Others:**

Daily contact with state and local agencies to discuss specific projects, explain program operations and interpret program regulations and standards; occasional contact with outside vendors to discuss new equipment purchases.

**H. Working Conditions:**

Typical office environment, but may assist with daily operations that require lifting heavy boxes, performing equipment malfunction repairs, and being subjected to loud noises.

**I. Knowledge, Skills, and Abilities:**

Knowledge of:

- principles and practices of management,
- state government operations,
- effective methods of administration and supervision,
- organization and budget techniques,
- program operations.

Ability to:

- develop and interpret policies,
- plan and direct an administrative services program,
- establish and maintain effective working relationships.