

## Job Family Description

Jobs that are responsible for administering all or part of an organizational or programmatic unit, including management of staff. Supervisors of professional employees are most often included here, while supervisors of nonprofessional employees (technical, clerical, and service/maintenance force) are generally categorized within the specific categories of the personnel they supervise.

SC9001	<b>Manager I</b>	Grade 106
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### Level Definition:

Work at this level involves managing professional assignments related to the coordination of programs, facilities, or systems. Most positions will involve providing supervision to others.

### Knowledge Skills & Abilities

Ability to communicate effectively in writing and verbally. Ability to accurately follow both written and verbal directions. Ability to interact effectively with others in a professional manner. Ability to use tools necessary for assigned work. Skill in collecting, analyzing and organizing data. Ability to use tools necessary for assigned work. Ability to handle difficult and stressful situations with composure. Skill in the use of analytical tools and data analysis methods. Ability to work effectively within a complex work environment. Ability to plan, assign, and/or supervise the work of others. Skill in mediation and dispute resolution. Ability to devise solutions to administrative or operational problems. Ability to make sense of, combine, and organize information into meaningful patterns. Skill in assessing the performance of others.

### Minimum Qualifications & Experience

Bachelor's degree in a related field required, or a combination of education, training, and experience which demonstrates equivalent knowledge, skills, and abilities. At time of recruitment the hiring agency will specify education, experience and/or additional qualifications depending on the position to be filled. Certain job types may have additional bona fide occupational qualification that are either traditional or legally required. The minimum qualifications stated for the classification do not replace such bona fide requirements.

SC9002	<b>Manager II</b>	Grade 107
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### Level Definition:

Work at this level involves managing higher level professional assignments related to the coordination of programs, facilities, or systems. Most positions will involve providing supervision to others.

**Knowledge Skills & Abilities**

The following are in addition to KSAs for lower levels – Ability to interpret and apply regulations, policies, and procedures. Ability to implement new systems and procedures and evaluate their effectiveness. Understands the implications of new information for current and future problem-solving and decision making. Skill in negotiation and facilitation. Highly skilled at applying principles, methodologies, standards, and best practices to identify needs and determine solutions. Knowledge of principles involved in strategic planning, resource allocation, and coordination of people and resources.

**Minimum Qualifications & Experience**

Bachelor’s degree in a related field required, or a combination of education, training, and experience which demonstrates equivalent knowledge, skills, and abilities. At time of recruitment the hiring agency will specify education, experience and/or additional qualifications depending on the position to be filled. Certain job types may have additional bona fide occupational qualification that are either traditional or legally required. The minimum qualifications stated for the classification do not replace such bona fide requirements.

SC9003	<b>Manager III</b>	Grade 108
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**Level Definition:**

Work at this level involves independently performing managerial and professional assignments related to programs, facilities, or systems. Work is multi-disciplinary, and assignments address complex issues, problems, and/or systems. Work will involve the review and evaluation of existing data and research. Supervises others work.

**Knowledge Skills & Abilities**

The following are in addition to KSAs for lower levels – Expert level skill in assessing the performance of the organization and to take corrective actions or direction changes as necessary. Advanced knowledge of principles involved in strategic planning, resource allocation, and coordination of people and resources. Advanced ability to develop, interpret, and evaluate policies and procedures. Ability to provide leadership on best practices to address a wide range of complex and interrelated programs and issues. Extensive ability to implement new and ongoing program initiatives. Ability to solve program or service-related problems; determine actions to be taken in unusual circumstances within parameters established by formal policy, procedures, and standards.

**Minimum Qualifications & Experience**

Bachelor’s degree in a related field required, or a combination of education, training, and experience which demonstrates equivalent knowledge, skills, and abilities. At time of recruitment the hiring agency will specify education, experience and/or additional qualifications depending on the position to be filled. Certain job types may have additional bona fide occupational

qualification that are either traditional or legally required. The minimum qualifications stated for the classification do not replace such bona fide requirements.

SC9004	<b>Manager IV</b>	Grade 109
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**Level Definition:**

Work at this level involves performing highly complex managerial, leadership, and professional assignments in the assigned agency or department. Work is multi-disciplinary and regularly involves the review and evaluation of existing data and research. May involve participation in determination of project objectives and outcomes. Often has end-to-end responsibility for projects. Provides technical guidance to others. Supervises others work.

**Knowledge Skills & Abilities**

The following are in addition to KSAs for lower levels – Ability to champion employee, customer, and stakeholder driven ideas. Highly developed ability to provide leadership on best practices to address a wide range of complex and interrelated programs and issues. Advanced ability to work intra-agency to create efficiencies. Skilled at improving organizational efficiency by developing, planning, and implementing multi-tiered solutions to complex or unprecedented problems. Master skill level in strategic and long-range planning. A high degree of interpersonal skill is required to be able to communicate with, motivate, and/or change behavior of others in the satisfactory performance of duties and responsibilities.

**Minimum Qualifications & Experience**

Bachelor’s degree in a related field required, or a combination of education, training, and experience which demonstrates equivalent knowledge, skills, and abilities. At time of recruitment the hiring agency will specify education, experience and/or additional qualifications depending on the position to be filled. Certain job types may have additional bona fide occupational qualification that are either traditional or legally required. The minimum qualifications stated for the classification do not replace such bona fide requirements.

SC9005	<b>Manager V</b>	Grade 110
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**Level Definition:**

Work at this level involves performing the most highly complex professional and leadership assignments in the assigned field. Defines, directs, and provides leadership for highly complex and challenging programs or projects. Regularly has end-to-end responsibility for major projects or programs. Manages the work of others either directly or indirectly.

### **Knowledge Skills & Abilities**

The following are in addition to KSAs for lower levels – Ability to adapt proactively. Ability to focus on the vision and communicate that vision to stakeholders. Skilled at staying on top of trends. Ability to focus on the big picture and delegate major work to others.

### **Minimum Qualifications & Experience**

Bachelor's degree in a related field required, or a combination of education, training, and experience which demonstrates equivalent knowledge, skills, and abilities. At time of recruitment the hiring agency will specify education, experience and/or additional qualifications depending on the position to be filled. Certain job types may have additional bona fide occupational qualification that are either traditional or legally required. The minimum qualifications stated for the classification do not replace such bona fide requirements.

*Job family descriptions are not to be used as the sole determinant for classification assignment. Classification analysis includes a review of the job family description, comparisons to other state-wide positions, review of the job description and classification request, organizational structure, and agency information.*