

BUSINESS AND INCOME TAX DIVISION MANAGEMENT OFFICER ROLE

Role Summary

The Business and Income Tax Division Management Officer role consists of one grade level (15). Incumbent is a member of management and assists the division administrator in managing one or more program functions. The management officer is considered a line supervisor who independently recommends hiring, reviews work of subordinate staff, recommends formal or on-the-job training, and assists with budget recommendations. Primary contacts are with the division administrator, unit managers, bureau chiefs, other department management, division staff, internal/external customers, and other state agencies.

Working Conditions

Considerable mental stress and pressure due to supervisory issues, workload, conflicting, multiple priorities, and meeting deadlines and requirements. Constant interruptions and distractions may require quick responses and re-prioritization of the workload. Work hours may exceed 40 hours per week at times.

Education and Experience

- Grade 15: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to a bachelor's degree in public or business administration or high school graduation and technical or college coursework specific to business management and five years office management/administrative experience including at least two years of supervisory experience. Other combinations of education and experience will be evaluated on an individual basis.

Department Core Competencies

In addition to the role specific competencies, there are four, department core competencies that all employees are expected to successfully achieve. These are:

- *Interpersonal Skills:* Builds constructive and effective relationships with internal and external customers and is committed to meeting customer needs in a timely and accurate manner. Listens actively and attentively and demonstrates an appreciation of other perspectives. Builds the appropriate rapport required to do business. Openly demonstrates an understanding of and respect for the value of co-workers' contributions to the department mission.
- *Decision-Making and Accountability:* Considers the department's vision, mission, and values in making decisions and taking actions. Identifies and considers possible alternatives before making decisions. Bases decisions on achieving desired outcomes pursuant to the departmental business plan or management direction. Uses a combination of analysis, experience, and sound judgment that results in fairness and consistency, while being accountable for actions. When serious ethical issues are at stake, takes all necessary actions.
- *Commitment to Continuous Improvement:* Ability and willingness to continually seek greater efficiency in agency programs, is results driven, and meets changing requirements in work or direction. Adapts to changing conditions and work responsibilities. Accepts constructive criticism and suggestions and uses them to improve performance.

- *Personal and Work Ethics:* Creates own measures of excellence, and practices what he/she promotes. Sets goals that provide challenges and measures goal attainment regularly. Displays a contagious optimism about the work to be done. Goes beyond traditional ways to address issues despite obstacles or resistance. Is able to generate ideas, fresh perspectives, and original approaches and engages in open-minded thinking. Employs strategies to promote ideas and proposals to increase probability of acceptance. Mentors others to improve the performance necessary to achieve success. Reflects a belief that the results achieved are a direct result of his/her personal decisions and actions.

Grade Levels

Each grade level lists the essential duties that describe work performed 50 percent or more of the time (predominant work). Established work plans identify day-to-day tasks.

Grade 15

Predominant/Essential Duties

- Facilitate responses between management and employees to answer questions and resolve problems in absence of the division administrator, bureau chiefs, or unit managers.
- Present program function updates to management.
- Responsible for multiple project management activities for the division and serve as project liaison for management.
- Responsible for project status reporting for the division including schedules, cost, and issues.
- Review and maintain financial accounts for the division.
- Review expenditures and prepare operating budgets to ensure conformance to budget limits.
- Assist in the preparation of budget reports by providing information regarding staffing levels, projected salary, service and supply, travel, and other payroll expenses. Provide written reports as requested. May provide a variety of budget-related research activities.
- Assist division managers in the review and recommendation of resource allocation changes to achieve established goals and objectives.
- Monitor the status and impacts of the division's projects and activities.
- Assist division management in the development of short and long-range strategies and organizational work plans.
- Define work responsibilities and priorities for subordinate staff.
- Supervise, coordinate, monitor, and review assigned duties of subordinate staff to ensure work plan goals are met and tasks are completed accurately.
- Make and enforce decisions dealing with hiring, discipline, and individual performance, leave or flextime, and recommend termination.
- Measure and ensure management support performance measures and goals are met.
- Prepare quarterly progress reports for the division. Ensure that training is identified and properly assigned and conduct or assign on-the-job training for staff.

Competencies and Degrees of Proficiency

The Competency/Proficiency Chart identifies the role specific competencies, degrees of proficiency, and guidance required for each grade level. Role specific competencies describe the knowledge, skills, and abilities required to perform the essential duties. The degrees of proficiency indicate the difficulty and/or complexity level of the tasks and assignments.

Competency/Proficiency Chart – Business and Income Tax Division Management Officer Role

Competencies	Grade 15 Independently
Demonstrated knowledge and skill of word processing, spreadsheet, database, and software applications/programs relative to the role.	C
Demonstrated ability to provide timely and effective written, oral, and interpersonal communication.	C
Demonstrated knowledge of concepts and practices of personnel management and supervision.	C
Demonstrated knowledge and effective application of federal/state statutes, administrative rules, and state policies and procedures relative to the role.	C
Demonstrated ability to think creatively and recommend innovative solutions.	C
Proactively focus efforts and energy on successfully attaining goals and objectives, assuming accountability for decisions, actions, and results. Follow issues through to completion.	C
Demonstrated ability to be accurate and detail oriented.	C
Demonstrated knowledge of department business processes and ability to apply that knowledge effectively.	B
Demonstrated ability to understand the value, objectives, and political structure of the organization.	C
Demonstrated skill and ability to identify and allocate resources.	B
Demonstrated knowledge of the legislative process.	B
Demonstrated skill, ability, and knowledge of legal guidelines, rules, and procedures.	B
Demonstrated knowledge and ability in conflict resolution techniques relative to the role.	C
Demonstrated knowledge of office practices and procedures.	C

Degree of Proficiency

A: A degree of knowledge, skill or ability commensurate with elementary-level tasks and assignments.

B: A degree of knowledge, skill or ability commensurate with intermediate-level tasks and assignments.

C: A degree of knowledge, skill or ability commensurate with advanced-level tasks and assignments.

D: An advanced degree of knowledge, skill or ability commensurate with considerable experience and the application of the competency to non-standard tasks and assignments.

E: The most advanced degree of knowledge, skill or ability evidencing complete mastery and understanding of the subject.