

**STATE OF OHIO (DAS)**CLASSIFICATION  
SPECIFICATION**CLASSIFICATION SERIES:**

Business Operations Manager

**SERIES NO.:**

6339

**MAJOR AGENCIES:**

Job &amp; Family Services, Office of Budget &amp; Management

**EFFECTIVE DATE:**

04/02/2006

**SERIES PURPOSE:**

The purpose of the business operations manager occupation is to plan, direct &/or coordinate administrative & support functions for district/regional office, largest division &/or agency.

At the first managerial level, incumbents plan, direct &/or coordinate all administrative &/or support functions for assigned district or regional office & supervise assigned staff.

At the second managerial level, incumbents plan, direct &/or coordinate administrative &/or support functions for largest division (i.e., annual operating budget in excess of 50 million dollars & more than 100 full-time employees), assist business manager 3 in planning coordinating & directing administrative & support functions for assigned agency & supervise assigned staff.

At the highest managerial level, incumbents plan, direct & manage administrative & support functions for assigned agency or largest division (i.e., annual operating budget in excess of 50 million dollars & more than 100 full-time employees) & supervise assigned staff;

Or

in Office of Budget & Management only, plan, direct & manage administrative operations of agency, including human resources, labor relations, payroll, training, fiscal, purchasing, fixed assets & telecommunications & supervise assigned staff; develop & administer agency budget; direct agency's recruitment & hiring process; formulate & implement policies & procedures affecting administrative operations; manage statewide programmatic responsibilities on behalf of agency (i.e., closure of abolished state agencies, boards & commissions; human resources, budgetary & fiscal support to gubernatorial transition team).

**GLOSSARY:** The following terms are interpreted to mean the following whenever they appear in the classification specification.

**Administrative & Support Functions:** Include any combination of the following, purchasing, fixed assets, inventory control, budget preparation & monitoring contract administration, mail & delivery services, storage & retention of negotiable &/or records, formulation & implementation of policies & procedures on business services & practices, management of projects, authorization of maintenance expenditures of postage, rent, maintenance/repair &/or telecommunications, internal help desk, coordination of human resources function across multiple bureaus/divisions/offices, voice &/or data communication, coordination of conferences, seminars &/or teleconferences for divisions &/or agency which may include other federal, state & local agencies, private sector representation &/or advocacy groups.

Note: In Ohio Department of Job and Family Services, operating budget does not include program administration funds.

**District/Regional Office:** Out posted office, outside of central office locations, that houses outstationed employees across the state.

This classification series is reserved for positions located outside the central fiscal services office of the employing agency.

**CLASS TITLE**

Business Operations Manager1

**CLASS NUMBER**

63391

**PAY RANGE**

12

**EFFECTIVE**

03/07/2004

**CLASS CONCEPT:**

The first managerial level class works under general direction & requires considerable knowledge of business administration & office policies & procedures in order to plan, direct & coordinate all administrative & support functions for assigned district/regional office, ensure business operation of district/regional office are efficient & supportive of agency operations, mission & goals & supervise assigned staff.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>PAY RANGE</u>	<u>EFFECTIVE</u>
Business Operations Manager 2	63392	15	03/07/2004

**CLASS CONCEPT:**

The second managerial level class works under administrative direction & requires advance knowledge of business administration & professional management practices in order to plan, direct &/or coordinate administrative & support functions (i.e., purchasing, fixed assets, inventory control, budget preparation & monitoring & contract administration) & assist business operations manager 3 in planning, coordinating & directing administrative & support functions for assigned agency or largest division (i.e., annual operating budget in excess of 50 million dollars & more than 100 full-time employees), formulate & implement policies & procedures affecting administrative support functions & supervise assigned staff.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>PAY RANGE</u>	<u>EFFECTIVE</u>
Business Operations Manager 3	63393	16	04/02/2006

**CLASS CONCEPT:**

The third managerial level class works under administrative direction & requires extensive knowledge of business administration & professional management techniques in order to plan, direct & manage administrative & support functions for assigned agency or largest division (i.e., annual operating budget in excess of 50 million dollars & more than 100 full-time employees), oversee operations of administrative & business operations & budget preparation & monitoring for assigned division, formulate & implement policies & procedures affecting administrative & support functions & supervise assigned staff to include subordinate supervisory personnel;

Or

in Office of Budget & Management only, plan, direct & manage administrative operations of agency, including human resources, labor relations, payroll, training, fiscal, purchasing, fixed assets & telecommunications & supervise assigned staff; develop & administer agency budget; direct agency's recruitment & hiring process; formulate & implement policies & procedures affecting administrative operations; manage statewide programmatic responsibilities on behalf of agency (i.e., closure of abolished state agencies, boards & commissions; human resources, budgetary & fiscal support to gubernatorial transition team).

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Business Operations Manager 1	63391	22	03/07/2004	12

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Plans, directs & coordinates all administrative & support functions for assigned district/regional office, ensures business operation of district/regional office are efficient & supportive of agency operations, mission & goals & supervises assigned staff.

Develops or participates in establishing policies & procedures for district/regional office administrative & support functions; acts as liaison with other entities &/or divisions in agency (e.g., human resources, fiscal services, county agencies, vendors &/or private industry) to discuss, explain & interpret policies, rules & regulations regarding administrative & business operations of agency or division; answers phone inquires from general public; serves on various committees; coordinates all logistical needs (e.g., office space; furnishings; telephone/telecommunications equipment) with central office; prepares reports & correspondence & attends meetings.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of business administration; accounting or purchasing; state laws & rules governing administrative support functions of purchasing, state contracts & budget preparation\*; supervisory principles/techniques\*; professional management practices\*. Skill in operation of office equipment (e.g., adding machine/calculator; copier; fax); personal computer & related software (e.g., word-processing; spreadsheets; databases). Ability to handle variety of administrative & support function responsibilities & determine specific course of action; assess & respond to logistical/administrative needs of operations; gather, collate & classify information about data, people or things; prepare technical reports, records, policies & procedures; handle routine & sensitive contacts with & inquiries from general public, vendors, businesses, employees & government officials.

(\*) Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Completion of undergraduate core program in business administration; 2 yrs. exp. in business management.

-Or 4 yrs. exp. in business or public administration.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

Work may involve constant deadlines; may work weekends, flexible hours or overtime; may require travel.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Business Operations Manager 2	63392	22	03/07/2004	15

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Plans, directs &/or coordinates administrative & support functions (i.e., purchasing, fixed assets, inventory control, budget preparation & monitoring contract administration) & assists business operations manager 3 in planning, coordinating & directing administrative & support functions for assigned agency or largest division (i.e., annual operating budget in excess of 50 million dollars & more than 100 full-time employees), formulates & implements policies & procedures affecting administrative & support functions & supervises assigned staff.

Prepares reports & analysis on assigned administrative & support functions; acts as liaison with other entities & divisions in agency (e.g., human resources; fiscal services; other state agencies; vendors &/or private industry) to discuss, explain & interpret policies, rules & regulations regarding administrative & business operations of agency or division; assures operational procedures are within state & federal statutes & regulations & supports division & agency mission; interprets new rules & regulations & makes changes to administrative support procedures; reviews & authorizes expenditures; attends &/or conducts meetings; participates as committee member; manages special projects as assigned; establishes & maintains reporting systems for assigned areas of responsibility & prepares reports, documents, data & position papers relating to assigned administrative & support functions.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of business administration; accounting or purchasing; state laws & rules governing administrative support functions of purchasing, state contracts & budget preparation; supervisory principles/techniques; professional management practices. Skill in operation of office equipment (e.g., adding machine/calculator; copier; fax); personal computer & related software (e.g., word-processing; spreadsheets; databases). Ability to handle variety of administrative & support function responsibilities & determine specific course of action; assess & respond to logistical/administrative needs of operations; gather, collate & classify information about data, people or things; prepare technical reports, records, policies & procedures; handle routine & sensitive contacts with & inquiries from general public, vendors, businesses, employees & government officials.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Completion of undergraduate core program in business administration; 3 yrs. exp. in business management; 12 mos. exp. in administrative, managerial or supervisory position.

-Or 5 yrs. exp. in business or public administration; 12 mos. exp. in administrative, managerial or supervisory position.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

Work may involve constant deadlines; may work weekends, flexible hours or overtime; may require travel.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Business Operations Manager 3	63393	22	04/02/2006	16

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Plans, directs & manages administrative & support functions for assigned agency or largest division (i.e., annual operating budget in excess of 50 million dollars & more than 100 full-time employees), oversees operations of administrative & business operations & budget preparation & monitoring for assigned division, formulates & implements policies & procedures affecting administrative & support functions & supervises assigned staff to include subordinate supervisory personnel;

Or

in Office of Budget & Management only, plans, directs & manages administrative operations of agency, including human resources, labor relations, payroll, training, fiscal, purchasing, fixed assets & telecommunications & supervises assigned staff; develops & administers agency budget; direct agency's recruitment & hiring process; formulates & implements policies & procedures affecting administrative operations; manages statewide programmatic responsibilities on behalf of agency (i.e., closure of abolished state agencies, boards & commissions; human resources, budgetary & fiscal support to gubernatorial transition team).

Prepares reports & analysis on assigned administrative & support functions; acts as liaison with other entities & divisions in agency (e.g., human resources; fiscal services; other state agencies; vendors &/or private industry) to discuss, explain & interpret policies, rules & regulations regarding administrative & business operations of agency or division; assures operational procedures are within state & federal statutes & regulations & supports division & agency mission; interprets new rules & regulations & makes changes to administrative support procedures; reviews & authorizes expenditures attends &/or conducts meetings; participates as committee member; manages special projects as assigned; establishes & maintains reporting systems for assigned areas of responsibility & prepares reports, documents, data & position papers relating to assigned administrative & support functions.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of business administration; accounting or purchasing; state laws & rules governing administrative support functions of purchasing, state contracts & budget preparation; supervisory principles/techniques; professional management practices. Skill in operation of office equipment (e.g., adding machine/calculator; copier; fax); personal computer & related software (e.g., word-processing; spreadsheets; databases). Ability to handle variety of administrative & support function responsibilities & determine specific course of action; assess & respond to logistical/administrative needs of operations; gather, collate & classify information about data, people or things; prepare technical reports, records, policies & procedures; handle routine & sensitive contacts with & inquiries from general public, vendors, businesses, employees & government officials.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Completion of undergraduate core program in business administration; 4 yrs. exp. in business management; 2 yrs. exp. in administrative, managerial or supervisory position.

-Or 4 yrs. exp. in business or public administration; 2 yrs. exp. in administrative, managerial or supervisory position.

-Or equivalent of Minimum Class Qualifications for Employment noted above

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

Work may involve constant deadlines; may work weekends, flexible hours or overtime; may require travel.