



**NORTH DAKOTA
CLASS DESCRIPTION**

ND Human Resource Management Services
Phone: (701) 328-3290

Class Code: 0928

BUSINESS OPERATIONS MANAGER, DOT

GRADE L

SCOPE OF WORK:

Work involves managing business operations for a division of the Department of Transportation in areas that may include personnel issues, fiscal operations, information technology strategic planning, records management, and information processing and functioning as an assistant to the division Director.

DUTIES PERFORMED:

- Coordinate personnel activities of the division within department policies and procedures, including recruitment and selection activities and responding to and resolving employee issues.
- Serve as assistant to division Director with responsibility and decision-making for division operations during Director's absence.
- Manage business support sections within the Division and the associated programs; participate in the recruitment and selection of employees; assign and monitor work activities of staff; manage work performance.
- Monitor and develop guidelines to assist in budget preparation; keep track of programs, projects, and operational costs.
- Assist in the preparation of the biennial division budget, including the budgets from the different sections within the division; develop and monitor the Division budget.
- Participate in writing the division business plan; assure business plan is appropriately tied to the Department's Strategic Business and Information Technology (IT) plans.
- Coordinate with department managers and assist director in writing biennial department IT plans to be submitted to the Information Technology Department.
- Provide direction to division sections in preparation of section business plans to assure adequate service levels to customers, consistency with existing and proposed budgets, and consistency with strategic and information technology plans at the division and department levels.
- Coordinate the development of the department's IT budget proposals; recommend changes to conform to budget adjustments.
- Represent and speak on behalf of the division director at meetings, within delegated authority.
- Organize and facilitate teams to set standards, establish priorities, and coordinate contingencies for Division and/or department related programs and projects.
- Develop status reports to be used by management, OMB (Office of Management and Budget), and legislative oversight committees.

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- Prepare requests for proposals and manage the bidding and selection process, including development of contractor selection criteria; monitor contracts; maintain status of projects.
 - Review and approve contractor payments, purchase orders, and claims for payments within delegated authority.
 - Assist with planning goal-setting sessions for the division; establish and monitor goals for the respective section.
 - Research, develop, and make recommendations on plans and proposals (Risk Management Program, Continuum of Government, etc).
 - Coordinate with IT professionals, department managers, contractors, and vendors on software and systems training to assure maximum benefit from IT enhancements.
 - Determine, implement, and monitor section goals.
 - Develop, implement, maintain, and enforce policies and procedures with regard to services provided by the division.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

MINIMUM QUALIFICATIONS:

Requires a bachelor's degree in business or public administration, or a closely related field, and five years of work experience directly related to the responsibility emphasis of the position; or a master's degree and four years of the experience as described. Two years of work experience must have included supervisory responsibility. The appointing authority may identify specific certifications/credentials and work experience requirements at the time of recruitment depending upon the position to be filled.

Eff. Date: 5/97

Rev: 12/00 – Deleted class

Rev: 12/01 – Reinstated and modified class

Rev: 01/05 – Revised class to include other divisions

Rev: 7/12 – Conversion to Hay System