

PART I	DEPARTMENT OF PERSONNEL SERVICES	1.831
	STATE OF HAWAII	1.832
.....		1.833

Class Specification
for the Class:

BUSINESS SERVICES SUPERVISOR SERIES

Series Definition:

This series includes all classes of positions which are responsible for providing comprehensive business office services in support of the operations of a hospital, institutional or transportation facilities management program which are characterized by such factors as considerable income-generating and/or contracting activity, significant involvement with client, user, vendor, contractor, concessionaire, and/or other groups in resolving problems, conflicts or deficiencies; and/or provision of extended services on a 24-hours a day/7-days a week basis.

Positions in this series are in charge of business office services characterized by considerable fiscal, purchasing and personnel activity. Supervision is exercised over clerical and technical subordinates, which typically include one or more account clerks. The positions advise and assist in budget and fiscal, purchasing of a variety of supplies, materials, tools, equipment and services, inventory maintenance, personnel, and general clerical services in fulfilling administrative housekeeping and program requirements, and may extensively involve warehousing, purchase and resale of goods, and dealings with private business firms, conducting business on State property and/or having substantial contractual relationships with the program in which tact and good public relations are required. These positions require knowledges and skills in general and specialized clerical work processes pertinent to the foregoing areas, including clerical recordkeeping and reporting, dealing with program and other staff personnel, dealing with specialized contract arrangements, preparing statistical presentations of cash flow and other trends, and supervising subordinates. Division and/or departmental, and central agency guidelines are utilized in comprehensive business office services.

Levels in this series are distinguished on the basis of the scope and complexity of services provided, the independence of action with which work is performed as indicated by the business office services location, and the nature and scope of supervision exercised. Number of subordinates is designated for each level as a reflection of resource allocation decisions by top management with reference to scope of services provided and level of complexities.

Excluded from this series are positions responsible for administrative housekeeping services in support of office-type program operations and thereby lack the scope, variety, and complexity of functions characteristic of positions in this series. Also excluded from this series are positions which are concerned with the performance of one or a few staff services, and are allocable to such series as Account Clerk, Purchasing Technician, Personnel Clerk/Technician, and Clerical Supervisor.

- - - - -

This is the first specification for the new BUSINESS SERVICES SUPERVISOR SERIES.

Effective Date: 7/1/84

DATE APPROVED: 9/10/86 Patricia K. Brandt
for JAMES H. TAKUSHI
Director of Personnel Services

BUSINESS SERVICES SUPERVISOR I 1.831
(BUSINESS SERVICES SUPVR I)

Duties Summary:

Plans, organizes and conducts comprehensive business office services, and supervises clerical and technical assistants; and performs other related duties as assigned.

Distinguishing Characteristics:

This class is distinguished by its responsibility for business office services in support of moderate (neighbor island) transportation facilities management, rural hospital, or other comparable program operations and activities, including substantial personal involvement in performing business office services details. A position in this class serves a district or institutional program manager and program staff. Supervision is exercised over 1-2 subordinates.

Examples of Duties:

Maintains manuals and directives, and explains business office policies and procedures to program staff and others; advises program staff in preparation of operating reports, and compiles statistics; coordinates, directs, and supervises clerical personnel; assigns work priorities in office, and supervises the maintenance of files and records; verifies availability of leave credits for vacation and extended sick leave of program staff, and approves leaves of subordinates; receives and screens the correspondence, calls and visitors of the program manager; assists program manager by initiating correspondence for signature, and in resolving personnel problems as his/her representative; assigns and refuses space for vehicles, and issues various approved permits; represents the program manager with concessionaires, contractors and the public, in relaying factual information or information gathering, and maintains effective public relations; reviews and verifies availability of funds for purchase requisitions for a variety of materials, supplies, equipment, tools and services; issues purchase orders; checks vendors' invoices for accuracy before payment issued; solicits price quotations; serves as custodian of petty cash fund; supervises billing for services, and audits cash receipts; compiles and prepares cost data for budgetary purposes; sets up the system of fiscal recordkeeping; checks inventory reports and periodically conducts physical inventory; arranges for disposal of obsolete equipment; informs the program manager of budget status, and meets to discuss budgetary needs; develops the preliminary operating budget; verifies time cards; prepares travel requests, per diem claims, and temporary assignments; explains union contracts, and obtains interpretations as required; processes grievances and disciplinary correspondence; interviews applicants for subordinate positions and orients new hires.

Knowledges and Abilities Required:

Knowledge of: Business office services including fiscal recordkeeping and safekeeping of cash receipts, budget preparation and control, purchasing methods and procedures, inventory recordkeeping and control, and personnel recordkeeping and information service; office practices and procedures, including records maintenance and filing, word and mail processing, reception and related services; use and operational maintenance of standard office equipment; principles and practices of supervision.

Ability to: Plan, organize and conduct comprehensive business office services functions and activities; understand

basic program functions and activities as they relate to business office functions; conduct purchasing of a variety of common use and specialized supplies, materials, tools, equipment, and services; deal effectively with program staff serviced and subordinates, and schedule and coordinate work in order to meet established deadlines; deal effectively with concessionaires, clients and other users of facilities and program services, and practice sound public relations; understand and apply developments in office automation; understand and apply collective bargaining contract provisions in personnel issues and seek advice accordingly; assign and evaluate the work of subordinates, provide training, and perform other supervisory functions.

BUSINESS SERVICES SUPERVISOR II
(BUSINESS SERVICES SUPVR II)

1.832

Duties Summary:

Plans, organizes, directs and coordinates comprehensive business office services, and supervises clerical and technical assistants; and performs other related duties as assigned.

Distinguishing Characteristics:

This class is distinguished by its responsibility for extensive business office services in support of large transportation facilities management, major corrections facilities management, large urban hospital, Hansen's Disease settlement, or other comparable program operations and activities. A position in this class serves a district or institutional program manager and program staff, and is located in a business office setting characterized by a greater level and scope of activity than is reflected in the next lower level, but similarly includes substantial personal involvement in performing business office services details. This class also includes a position concerned with certain administrative staff functions and clerical support services in serving at the divisional level in corrections program administration.

Supervision is exercised over 3-8 clerical and technical subordinates.

Examples of Duties:

Prepares biennial and supplemental budget requests, and advises program manager on budget policies and procedures; meets

with unit heads to discuss budget needs; compiles cost data for financial planning, and prepares narrative budget justifications; assists manager in reviewing status of expenditure plan; assists in preparation of variance reports, and establishes allocation of funds to operating sections; verifies purchase orders and checks invoices for a variety of supplies, materials, tools, equipment and services; supervises receipt and accounting of cash receipts for fees, and maintenance of payroll and fiscal accounts; supervises petty cash fund; reviews financial procedures, methods, and systems to recommend improvements; maintains and controls files of applications, expenditures, and encumbrances; verifies financial documents for billing and interprets financial reports; maintains inventory control and arranges for the disposal of obsolete equipment; provides for and/or arranges training for subordinates; reviews clerical work processes, and recommends and makes drafts for new procedures; interviews and initiates requests for hire; establishes work performance standards and evaluates job performance of subordinates; provides instructions and advice for preparation of analytical and statistical reports; keeps subordinates and others informed of rules and regulations; ensures accuracy and completion of personnel files; obtains and provides collective bargaining contract interpretation to staff; maintains attendance and other personnel records; searches files and records for information to aid manager's and administrator's actions and decisions; initiates correspondence for manager's or administrator's signature; checks pending matters for completion or deadline; handles confidential personnel matters; identifies and implements work priorities; makes recommendations to manager or administrator and other program supervisors regarding personnel questions or problems; attends meetings on fiscal and personnel matters, and may serve as liaison between different branches; writes and/or assists in the completion of legislative testimonies.

Knowledges and Abilities Required:

Knowledge of: Business office services including fiscal recordkeeping and safekeeping of cash receipts, budget preparation and control, purchasing methods and procedures, inventory recordkeeping and control, and personnel recordkeeping and information service; office practices and procedures, including records maintenance and filing, word and mail processing, reception and related services; use and operational maintenance of standard office equipment; principles and practices of supervision.

Ability to: Plan, organize, direct and coordinate comprehensive business office services functions and activities;

understand program functions and activities as they relate to business office functions; direct and conduct purchasing of a variety of common use and specialized supplies, materials, tools, equipment and services; deal effectively with concessionaires, clients and other users of facilities and program services, and practice sound public relations; understand and apply developments in office automation; understand and apply collective bargaining contract provisions in personnel issues, and seek advice accordingly; assign and evaluate the work of subordinates, provide training, and perform other supervisory functions.

BUSINESS SERVICES SUPERVISOR III
(BUSINESS SERVICES SUPVR III)

1.833

Duties Summary:

Plans, organizes, directs, controls and coordinates comprehensive business office services, and supervises clerical and technical assistants; and performs other related duties as assigned.

Distinguishing Characteristics:

This is the top-level class in the series and is distinguished by its responsibility for extensive business office services in support of an exceptionally large transportation facilities management or other comparable program operations and activities. A position in this class serves a district or institutional program manager and program staff, and is located in a large business office setting characterized by a greater level and scope of activity than is reflected in the next lower level. The predominance of work is in managing business office services with little or no personal involvement in performing clerical and technical details.

Supervision is exercised over 9-14 clerical and technical subordinates.

Examples of Duties:

Assists and advises on business office needs and procedures, and implements and follows through in fact-finding, screening, personal contact and arrangements, processing notification, correspondence, recordkeeping, reporting, etc.; directs the work of subordinates in accounts keeping, filing, etc.; reviews and revises clerical work processes and assesses efficiency and

effectiveness; conducts clerical projects to process special mailings; assigns subordinates to relieve other offices as necessary; controls mail and correspondence and oversees maintenance and control of files; maintains departmental and other manuals and guidelines; develops budget request details based on expenditure records, line supervisors' estimates, supervisor's direction, etc., examines and reports on authorized budget; prepares monthly reports on expenditures and receipts, and prepares justifications to transfer funds; reviews requisitions and purchase orders for correctness, relation to budget and expenditure plan, and availability of funds; directs physical inventory, maintenance of records and disposal/transfer of equipment; solicits formal and informal competitive bids for services, materials, supplies, tools and equipment; arranges for office repairs and maintenance; oversees personnel actions for proper procedures, serves as liaison with departmental personnel office, and explains personnel rules and regulations and collective bargaining provisions; completes various personnel reports as required; selects and trains new subordinates, evaluates performance of subordinates, and approves or recommends leaves, discipline and other personnel actions; establishes guidelines and procedures in staff support.

Knowledges and Abilities Required:

Knowledge of: Business office services including fiscal recordkeeping and safekeeping of cash receipts, budget preparation and control, formal and informal purchasing, inventory recordkeeping and control, and personnel recordkeeping and information service; office practices and procedures, including records maintenance and filing, word and mail processing, reception and related services; use and operational maintenance of standard office equipment; principles and practices of supervision.

Ability to: Plan, organize, direct, control and coordinate comprehensive business office services functions and activities; understand program functions and activities as they relate to business office functions; direct purchasing of a variety of common use and specialized supplies, materials, tools, equipment and services; deal effectively with concessionaires, clients and users of facilities and program services, and practice sound public relations; understand and apply developments in office automation; understand and apply collective bargaining contract provisions in personnel issues, and seek advice accordingly; assign and evaluate the work of subordinates, provide training and perform other supervisory functions.