

PART II	DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT	1.831
	STATE OF HAWAII	1.832
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Minimum Qualification Specifications  
for the Classes:

BUSINESS SERVICES SUPERVISOR I, II and III  
(BUSINESS SERVICES SUPVR I, II and III)

**Experience Requirements**

Applicants must have had work experience of the kind and quality described below and in the amounts shown on the following table, or any equivalent combination of training and experience.

Class Title	General Experience (years)	Supervisory Experience (years)	Total Experience (years)
Business Services Supervisor I	4	*	4
Business Services Supervisor II	4	1	5
Business Services Supervisor III	4	2	6

**General Experience:** Progressively responsible business office and administrative housekeeping work experience which included the full range of office services in records and files maintenance, word and mail processing, and reception and related services, and responsibility for at least two of the following areas: (a) fiscal recordkeeping; (b) budget preparation; (c) purchasing; (d) inventory control; and (e) personnel services.

**Supervisory Experience:** Supervisory work experience which included: 1) planning, organizing, scheduling, and directing the work of others; 2) assigning and reviewing their work; 3) advising them on difficult work problems; 4) training and developing subordinates; and 5) evaluating their work performance.

\*Applicants for the class Business Services Supervisor I must possess supervisory aptitude. Supervisory aptitude is the demonstration of aptitude or potential for the performance of supervisory duties through successful completion of regular or special assignments which involve some supervisory responsibilities or aspects of supervision, e.g., by serving as a group or team leader; or in similar work in which opportunities for demonstrating supervisory capabilities exist; or by the completion of training courses in supervision accompanied by application of supervisory skills in work assignments; and/or by favorable appraisals by a supervisor indicating the possession of supervisory potential.

**Substitutions Allowed**

1. Successful completion of a substantially full-time equivalent office or business management, or accounting curriculum leading to a degree, diploma or certificate at an accredited community college, business or technical school may be substituted for General Experience on the basis of fifteen (15) semester credit

hours of satisfactorily completed coursework for six (6) months of experience, up to a maximum of two (2) years.

2. A bachelor's degree in business administration from an accredited four (4) year college or university may be substituted for three (3) years of General Experience.

### **Quality of Experience**

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that he/she has the ability to perform the duties of the position for which he/she is being considered.

### **Selective Certification**

Specialized knowledge, skills and abilities may be required to perform the duties of some positions. For such positions, Selective Certification Requirements may be established and certification may be restricted to eligibles who possess the pertinent experience and/or training required to perform the duties of the position.

Agencies requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

### **Tests**

Applicants may be required to qualify on an appropriate examination.

### **Physical and Medical Requirements**

Applicants must be able to perform the essential functions of the position effectively and safely, with or without reasonable accommodation.

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This is an amendment to the minimum qualification specifications for the classes BUSINESS SERVICES SUPERVISOR I, II and III, which were approved on September 10, 1986.

DATE APPROVED: 4/5/2013

  
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BARBARA A. KRIEG, Director  
Department of Human Resources Development