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Class Specifications
for theSUPERVISING REGULATORY BOARDS/COMMISSIONS ADMINISTRATIVE
ASSISTANT
(SUPVG REGLTRY BD/COMM ADM ASST)**Distinguishing Characteristics:**

The position in this class is responsible for planning, organizing, coordinating, and supervising the day-to-day activities of the Regulatory Boards/Commissions Administrative Assistants Branch. This responsibility involves developing and implementing branch operating policies and procedures that are consistent with divisional and departmental policies and procedures; reviewing, evaluating, and monitoring the provision of services by branch staff to ensure effectiveness, efficiency and consistency with the branch's purpose and program standards; and coordinating and supervising the development, establishment, implementation, and interpretation of laws and administrative rules pertaining to the regulatory boards and commissions and licensing programs under the jurisdiction of the department. The position in this class supervises a large staff of professionals in providing support services to regulatory boards and commissions and regulatory programs without boards or commissions that are administratively attached to the Department of Commerce and Consumer Affairs. These boards and commissions are responsible for the protection of the general public through licensing and regulating the activities of various professions, businesses, and occupations.

Work activities of the branch include the provision of administrative staff assistance to various boards, commissions, and regulatory programs in the maintenance and coordination of on-going activities including reviewing, conducting fact finding, and analyzing such matters as complaints, alleged violations, findings of inspections and investigations, licensing examination results, etc., and recommending disposition to the board or commission, or taking appropriate action for regulatory programs without a board or commission; the development, amendment and implementation of laws and administrative rules; conducting surveys and studies, analyzing data and compiling reports; developing policies and procedures to improve operations and regulatory functions; and preparing materials for publication.

The branch staff also responds to inquiries from other State, county and federal agencies, and the general public, regarding interpretation of licensing laws, rules, practices and standards, and assists with regulatory compliance issues.

The position in this class may also, as necessary, assume assignment of a board or commission or regulatory program to ensure continuity, effectiveness, and efficiency of branch services and activities. The position receives general supervision from the Licensing Administrator.

Examples of Duties: *(The Position in this class may not be assigned all of the duties listed, nor do the examples necessarily include all of the duties that may be assigned. This does not preclude the assignment of duties which are not listed. The scope and level of complexity of assigned duties are commensurate with the scope and level of complexity of work reflected in the class.)*

1. Plans, organizes, supervises and coordinates the overall activities of the branch.
2. Develops and implements operational policies and procedures for the branch.
3. Makes recommendations for improving the operation and administration of branch services.
4. Operates in accordance with the branch's budget and makes recommendations to the Licensing Administrator in regards to program planning and budgeting for the branch.
5. Prepares administrative correspondence relating to branch activities or branch staff, and responds to applicants, licensees, the public, etc., through the news media and other means on matters relating to branch activities, laws, and rules, and other pertinent branch information.
6. Mediates and assures resolution of applicant or licensee complaints or other issues that are not resolved by the branch staff.
7. Ensures coordination with the Licensing, Examination, Office Services Branch Chiefs, and the division's Program Specialist on Branch activities.
8. Coordinates the branch's periodic review of the license fee structure of the boards and programs, and reviews and recommends approval of staff's recommendation of appropriate fee(s) to be charged for various services.
9. Provides policy positions, coordinates and supervises staff to draft legislative bills, justifications, and testimonies, amendments to bills, committee reports, legislative resolutions, legislative reports, proposed rule amendments, memorandums, and public hearing notices.
10. Plans, schedules, assigns, reviews and evaluates the work of subordinates.

11. Provides guidance or assistance on operational and substantive licensing issues as requested by branch staff.
12. Approves/disapproves leave requests and personnel actions; provides counseling and discipline as necessary.
13. Interviews and recommends selection of new employees; provides orientation and staff development.
14. Assumes a board or commission assignment as needed, to ensure continuity, effectiveness, and efficiency of Branch services.

KNOWLEDGE AND ABILITIES REQUIRED: *(The knowledge and abilities required in order to effectively perform the key duties for this class are indicated in the following table.)*

*“P” indicates prerequisite knowledge and abilities, that must be brought to the job.
 “A” indicates knowledge and abilities that are required for full performance but may be acquired on the job, within the probationary period.*

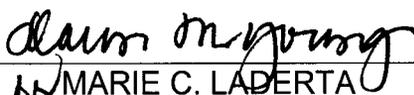
KNOWLEDGE OF:	
Basic functions of regulatory boards and commissions	P
Pertinent laws, rules and regulations	P
Principles and practices of public administration	P
Legislative processes	P
Rule adoption processes	P
Principles and practices of public relations	P
Report writing methods and techniques	P
Principles and practices relating to public proceedings and public records	P
General and specialized practices in the relevant occupations and businesses	P
Trends in the field of occupational and business regulation, particularly with regard to the assigned boards, commissions and programs	P
Principles and practices of supervision	A

ABILITY TO:	
Plan, organize, and carry out various support services for assigned boards, commissions, and programs	P
Coordinate requirements with other support services	P
Apply laws, rules and regulations to a regulatory program	P
Conduct pertinent research and develop specialized standards	P

ABILITY TO:	
Problem solve, make decisions, and deal effectively with complex matters	P
Communicate effectively, orally and in writing	P
Prepare clear and concise reports and correspondence	P
Deal effectively with board and commission members, the general public, and others	P
Supervise and direct the work of others	A

This is the first specification for the class SUPERVISING REGULATORY
BOARDS/COMMISSIONS ADMINISTRATIVE ASSISTANT (SUPVG REGLTRY
BD/COMM ADM ASST).

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