

EDITED KSAPC LISTING

CLASSIFICATION: STAFF SERVICES MANAGER III

NOTE: Each position within this classification may perform some or all of these KSAPCs.

KSAPC Statements	
Knowledge of:	
K1.	Comprehensive knowledge of the principles of public and business administration, including management of supportive staff services such as budgets, personnel, contracts, planning, program evaluation or related areas to obtain and effectively manage resources.
K2.	Comprehensive knowledge of the practices of public and business administration, including management of supportive staff services such as budgets, personnel, contracts, planning, program evaluation or related areas to obtain and effectively manage resources.
K3.	Comprehensive knowledge of employee training techniques to effectively direct, manage, and motivate a workforce.
K4.	Advanced knowledge of employee supervision techniques to effectively direct and manage a workforce.
K5.	Comprehensive knowledge of employee development techniques to effectively direct and manage a workforce.
K6.	Comprehensive knowledge of program management to establish program goals/objectives.
K7.	Comprehensive knowledge of program management to identify and resolve program issues.
K8.	Comprehensive knowledge of the formal and informal aspects of the legislative process to analyze proposed legislation impacting the Department.
K9.	Advanced knowledge of the Department's mission to ensure that the progress and completion of work assignments/tasks conform to the overall objectives of the unit/division.
K10.	Advanced knowledge of the Department's goals to ensure that the progress and completion of work assignments/tasks conform to the overall objectives of the unit/division.
K11.	Comprehensive knowledge of the Department's policies to ensure that the progress and completion of work assignments/tasks conform to the overall objectives of the unit/division.
K12.	Comprehensive knowledge of governmental functions and organization at the State level to maintain and foster a good working relationship.
K13.	Comprehensive knowledge of the manager's role in the Equal Employment Opportunity (EEO) processes available to meet the Department's EEO objectives as it relates to the supervision and management of Departmental personnel.
K14.	Comprehensive knowledge the programs and processes available to meet the Department's EEO/ADA objectives.

KSAPCs highlighted in bold text are not currently on the SPB classification specification

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KSAPC Statements	
<i>Knowledge of:</i>	
K15.	Comprehensive knowledge of the manager's role in the Americans with Disabilities Act (ADA) program as it relates to the supervision and management of Departmental personnel to meet the Department's ADA objectives.
K16.	Advanced knowledge of the progressive discipline process to correct employee discipline or performance issues.
K17.	Basic knowledge of collective bargaining agreements to ensure compliance in the course of supervising represented employees.
K18.	Basic knowledge of project management to effectively manage a project and ensure project is on time and within budget.

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KSAPC Statements	
Ability to:	
A1.	Ability to reason logically and creatively to resolve complex problems.
A2.	Ability to develop alternatives to solve complex problems, issues, and concerns.
A3.	Ability to evaluate alternatives to solve complex problems, issues, and concerns.
A4.	Ability to thoroughly analyze data and situations accurately to determine and implement effective and appropriate courses of action.
A5.	Ability to consult and advise administrators or other interested parties to provide information and/or recommendations on issues impacting the department.
A6.	Ability to establish and maintain confident and cooperative relationships with departmental employees, the public, and other entities to meet the Department's goals and objectives.
A7.	Ability to review/evaluate written documents to ensure quality products and services are provided.
A8.	Ability to edit written documents to ensure quality products and services are provided.
A9.	Ability to lead and/or effectively utilize interdisciplinary teams to accomplish the Department's mission and goals.
A10.	Ability to manage the work activities of a complex program to meet operational goals of the unit/division.
A11.	Ability to establish and maintain project priorities in order to complete projects and assignments on time and within budget.
A12.	Ability to effectively implement the Department's Equal Employment Opportunity (EEO) objectives in order to create and maintain a fair and equitable work environment.
A13.	Ability to communicate effectively verbally and in writing to exchange information and/or provide direction to staff, the public, and other entities.
A14.	Ability to act independently to complete assigned tasks.
A15.	Ability to motivate staff to encourage them to perform to their maximum capacity.
A16.	Ability to negotiate with internal and external organizations to achieve desired goals and maintain effective partnerships.
A17.	Ability to review and interpret financial documents to ensure expenditures are within the allotted budget.
A18.	Ability to make formal presentations to various audiences (e.g. State departments, community, conferences, executives, control agencies, etc.) to represent the division/unit on policy, budgetary issues, etc.
A19.	Ability to demonstrate sound judgment to make decisions.

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KSAPC Statements	
<i>Ability to:</i>	
A20.	Ability to demonstrate appropriate office behavior to create a positive work environment.
A21.	Ability to demonstrate good work ethics to create a positive work environment.

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KSAPC Statements	
<i>Personal Characteristics:</i>	
PC1.	Open-mindedness.
PC2.	Flexibility.
PC3.	Tact.
PC4.	Punctuality.
PC5.	Patience.
PC6.	Ethical.
PC7.	Leadership.