

## SENIOR MANAGEMENT & OPERATIONS CONSULTANT

### NATURE OF WORK

This is responsible, professional work in the review, analysis, design and monitoring of administrative, management, and operational plans and procedures to improve the delivery of public services.

An employee in a position allocated to this class plans, organizes, and carries out special research projects and other assignments intended to solve or prevent organizational problems, to help determine a course of action, or to offer recommendations to Departments, County Administration and/or elected policy makers. This work involves reviewing and analyzing the operations of departments to improve operational efficiency and effectiveness, assisting in the development of department-wide strategies and plans in support of the County's strategic objectives, and assisting in the establishment and tracking of suitable performance standards in the workplace. Work is performed under the general supervision of the Management Section Fiscal Manager. Performance is reviewed through conferences, periodic written reports and observation of results obtained.

### EXAMPLES OF WORK

Researches, analyzes and develops recommendations designed to improve the operational efficiency and effectiveness of County operations.

Develops the criteria and procedures to be used to evaluate the operation under review.

Interviews employees, supervisors and other subject matter experts to identify operational problems and suggestions for improvements.

Reviews and analyzes operating statistics, workload indicators and staffing complements to develop realistic workload standards, improve the utilization of existing staff, and identify future staffing requirements.

Makes oral or written presentations identifying problem areas and recommended corrective action, and assists with implementation of recommendations.

Reviews departmental long-range operational and financial plans for relevancy and consistency with the County's strategic objectives, and provides assistance with plan revision or development.

Assists departments with the development of meaningful and measurable program objectives and performance measures.

Assists in the development of automated systems in departments.

Develops policies and procedures (PPMs) to provide guidelines and necessary controls over financial operations.

Performs related work as required.

### REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of the functions, operations and structure of local government.

Thorough knowledge of the principles and practices of government/private sector administration and management.

Thorough knowledge of organizational theory and behavior, and the principles and practices of organizational development.

Thorough knowledge of work measurement and productivity improvement techniques.

Thorough knowledge of operational research, systems analysis and program evaluation techniques.

Knowledge of internal control systems.

Knowledge of budgetary principles and practices, including cost accounting and fund accounting concepts and requirements.

**SENIOR MANAGEMENT & OPERATIONS CONSULTANT - CONT'D****REQUIRED KNOWLEDGE, SKILLS AND ABILITIES - CONT'D**

Knowledge of accounting and financial principles, practices and techniques.  
Knowledge of contemporary data processing, systems development and systems implementation.

Ability to analyze complex activities and reduce them to their significant elements in order to identify problems and opportunities for improvement, and translate concepts into concrete recommendations.

Ability to complete assigned tasks relying on broad descriptions of objectives, rather than on extensive, separate instructions.

Ability to listen effectively.

Ability to communicate clearly, logically, concisely and persuasively, both orally and in writing, with the intended audience in mind.

Ability to establish and maintain effective working relationships with varying levels of County employees and outside contacts.

Ability to prioritize workload effectively to meet deadlines under changing conditions.

Ability to use a variety of contemporary PC based business software applications effectively in the accomplishment of assignments.

**MINIMUM ENTRANCE REQUIREMENTS**

Bachelor's Degree in Public/Business Administration, Management, Industrial Engineering or a related field and four (4) years professional experience in organization and management analysis, operational analysis, program and policy evaluation or performance auditing.

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