

**New York State Department of Civil Service**  
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

**Occ. Code 2820100**

<b>Business Services Center Analyst 1, Grade 18</b>	<b>2820100</b>
<b>Business Services Center Analyst 2, Grade 23</b>	<b>2820200</b>
<b>Business Services Center Analyst 3, Grade 25</b>	<b>2820300</b>
<b>Business Services Center Analyst 4, Grade 27</b>	<b>2820400</b>
<b>Business Services Center Manager, M-4</b>	<b>2896630</b>

Brief Description of Class Series

Positions in this series provide professional level support to three service areas within the Business Services Center (BSC) including Finance (Accounts Receivable and Payable, Purchasing, and Travel and Credit Card), Human Resources (Payroll, Benefits, HCM, and Time and Attendance) and Support (Data & Analytics, Customer Support, Records Management, and Administrative Services). They interact with representatives of other State agencies and may be required to interpret and clarify policy guidelines as well as to identify critical issues for upper management.

These positions are classified only at the Office of General Services in the BSC.

Distinguishing Characteristics

*Business Services Center Analyst 1:* full performance or supervisory level; under the general direction of a Business Services Center Analyst 2, serves as a team leader within a Finance or Human Resources Service Line section or first-level professional within a Support Service Line function. When assigned to serve as a team leader, positions typically supervise two to three Business Services Center Representatives 2.

*Business Services Center Analyst 2:* supervisory level; under the general direction of a Business Services Center Analyst 4, oversees a section within a Finance or Human Resources Service Line including the supervision of two to three teams led by Business Services Center Analyst 1s. Positions may report to a Business Services Center Analyst 3 within a Support Service Line function and be assigned to perform professional level work that also entails supervision of two or more Business Services Center Analysts 1.

*Business Services Center Analyst 3:* second supervisory level; under the general direction of executive staff, manages the daily activities of staff engaged in Support Service Line functions including the administrative supervision of two to three teams led

by Business Services Center Analysts 2. This level is not assigned to the Finance or Human Resources lines.

*Business Services Center Analyst 4:* managerial level; under the general direction of a Business Services Center Manager, serves an assistant service line lead and manages a major function within a Finance or Human Resources Service Line including the administrative supervision of two to three sections led by Business Services Center Analysts 2.

*Business Services Center Manager:* managerial level; under the general direction of executive staff, directs one or more Finance or Human Resources Service Lines including the administrative supervision of two to three Business Services Center Analysts 4.

### Illustrative Tasks

#### *Business Services Center Analyst 1*

Provides guidance, technical assistance, and training to customer agencies and vendors to facilitate processes, ensuring all control requirements are met.

Develops, implements, and maintains standard work protocols, and solicits feedback on necessary changes and improvements.

Assists customers and staff in resolving issues by interpreting appropriate guidelines, rules, and regulations applicable to assigned Service Line.

Builds report queries, develops and conducts presentations, and performs quality assurance activities.

Monitors performance metrics, evaluates and takes corrective action, and develops corrective measures as necessary.

Develops and maintains scripts used to respond to customer inquiries.

May lead daily huddles including the interpretation of key performance indicators and implementation of necessary changes to better streamline processes and procedures.

May perform the full range of supervisory duties including approving leave and tracking time and attendance; identifying staff development needs; evaluating staff performance; and completing performance evaluations.

### *Business Services Center Analyst 2*

Reviews and facilitates the update of Service Line policies and procedures and works with BSC Administrative Services Team to disseminate communications to customer agencies.

Ensures changes to policies or procedures are updated and available for staff use.

Ensures changes in practices that affect customers are updated in various scripts and other communications to inform customers.

Resolves the most difficult Service Line related issues.

Analyzes proposed and enacted legislation, regulations, control agency policies, and form changes for impact on processing systems and Service Line workload.

Interprets key performance indicators for teams, and implements necessary changes to better streamline processes and procedures.

Develops key performance indicator reports for customer agencies, vendors, or other key stakeholders.

Serves as liaison for the assigned Service Line with control agencies, customer agencies, and other stakeholders for administrative processes.

Develops and leads Service Line specific trainings for subordinate staff.

Performs the full range of supervisory duties including approving leave and tracking time and attendance; identifying staff development needs; evaluating staff performance; and completing performance evaluations.

May perform any of the duties and responsibilities of BSC Analyst 1.

### *Business Services Center Analyst 3*

Coordinates and participates in the preparation of work plans for streamlining shared services, including identifying key deliverables and critical dates.

Directs the planning and development of internal methods and documents.

Works with leadership to develop internal training programs for new or revised processes.

Develops and implements training programs for BSC customer agencies related to BSC processes and guidelines.

Oversees the development and timely distribution of accurate reports created for customers and stakeholders.

Evaluates Service Line production by reviewing metric reports and recommends adjustments to resources and processes where warranted.

Analyzes proposed changes to processes and systems as a result of legislative, regulatory, and control agency directives and directs the implementation of approved changes.

Coordinates system and process enhancements to ensure optimal performance.

Performs the full range of administrative supervisory responsibilities.

May perform any of the duties and responsibilities of lower-level Business Services Center Analysts.

#### *Business Services Center Analyst 4*

Reviews metric reports created by the Performance Management Team for assigned Service Line, and identifies any issues or solutions to share with staff.

Analyzes proposed and enacted legislation, regulations, control agency policies, and form changes for impact on processing systems and service line workload. Proposes changes to existing processes and systems to address authoritative changes and oversees the implementation of approved changes.

Addresses systemic issues raised by customers and stakeholders.

Ensures Service Line is properly staffed and operating efficiently.

Establishes unit priorities by directing and implementing program policies, procedures, and standards.

Participates in public speaking activities, educational workshops/seminars, dialogue groups, inter and intra-agency teams and workgroups.

Performs the full range of administrative supervisory responsibilities.

May serve as Service Line expert in meetings, interdisciplinary teams, workgroups, and conferences.

May perform any of the duties and responsibilities of lower-level Business Services Center Analysts.

### *Business Services Center Manager*

Manages Service Line operational strategy through the development or updating of service level criterion, and creation of operational plans including identification and management of resources, impacts, costs, and risks.

Directs and prioritizes Service Line activities based on customer needs, service level agreements, and strategic priorities.

Drives performance and productivity through performance metrics reviews, customer feedback models, and employee engagement models.

Identifies best practices and implements continuous improvement systems.

Responds to critical and high-profile issues and requests for information.

Assumes leadership responsibilities in the absence of higher-level management.

Provides administrative leadership for a Service Line by managing various fiscal, personnel, policy/procedure development, information and communication systems, and other administrative functions.

Functions as a high-level administrator in support of executive staff, and BSC Directors. Provides policy recommendations to upper-level management.

Represents the agency as a liaison with other governmental entities on a local, State and Federal level.

Participates in strategic management of the entire BSC through regular interactions with BSC managers, executive staff, and others.

Performs the full range of administrative supervisory responsibilities.

### Minimum Qualifications

#### *Business Services Center Analyst 1*

Open Competitive: bachelor's degree and completion of a two-year traineeship.

#### *Business Services Center Analyst 2*

Promotion: one year of permanent service as a Business Services Center Analyst 1.

*Business Services Center Analyst 3*

Promotion: one year of permanent service as a Business Services Center Analyst 2.

*Business Services Center Analyst 4*

Promotion: one year of permanent service as a Business Services Center Analyst 2 or 3.

*Business Services Center Manager*

Promotion: one year of permanent service as a Business Services Center Analyst 4.

**Note:** Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all of the work that might be appropriately performed by a class. The minimum qualifications above are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

Date: 6/2024

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