

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

Classification Standard

Occ. Code 2842100

Assistant Director Operations Support 1, M-1 2842100
Assistant Director Operations Support 2, M-3 2842200
Director Operations Support 1, M-3 2843100
Director Operations Support 2, M-4 2843000

Brief Description of Class Series

Positions in this series establish policy and direct a broad range of centralized operations support functions for agency programs and employees across all property locations statewide. Functional responsibilities may include, but are not limited to procurement, contract, and asset management; inventory and fleet management; space planning and design; telecommunications; facility renovations and office moves; security services and parking; health and safety; internal controls, emergency management and disaster preparedness; mailroom and reproduction services; and warehouse and records management.

Distinguishing Characteristics

Assistant Directors Operations Support and Directors Operations Support at various levels have similar duties and responsibilities. The breadth and depth of the support services programs they help to administer dictate the highest-level positions classified in an agency. Factors that determine the level classified include the number of employees; size and diversity of the support services program; contract management responsibilities; number and geographic distribution of facilities; reporting relationship; and the number and level of professional staff dedicated to the functional areas described above.

Assistant Director Operations Support 1: functions under the direction of a Director Operations Support 1 or 2, serving as second-in-command of an entire operations support program; and supervises a sizable number and higher level of professional staff dedicated to the functional areas described above such as Office Services Manager.

Assistant Director Operations Support 2: functions under the direction of a Director Operations Support 2, serving as second-in-command of an entire operations support program; and oversees the largest number and highest level

of professional staff dedicated to the functional areas described above such as Operations Support Manager 1 or 2.

Director Operations Support 1: oversees a large and active operations support program characterized by diversity of support services; significant dispersion of staff; direct reporting relationship to executive staff; and a high number and level of professional staff dedicated to the functional areas described above.

Director Operations Support 2: directs the largest and most active operations support program characterized by the greatest diversity of support services; the most geographically dispersed staff; direct reporting relationship to executive staff; and has the highest number and level of professional staff dedicated to the functional areas described above.

Illustrative Duties

Assistant Director Operations Support 1 & 2

Assists the Director in strategic planning, development and implementation of work programs, priorities, scheduling of and coordination of major projects and activities with other divisions, bureaus, and State agencies.

Assists the Director in the development of the annual budget and program goals, staffing requirements, equipment, and space allocations.

Assists the Director in developing management plans to measure the performance of subordinate areas of operation and to identify strengths and weaknesses in existing procedures; assists in the development and implementation of new and improved procedures.

Reviews proposed legislation or modifications of existing legislation to ascertain impact on programs; advises Director Operations Support of necessary changes or alterations in program operations to accommodate legislative actions affecting mailings, printings, departmental reorganization, and related matters.

Coordinates the activities of subordinate staff to ensure that policies, procedures, and standards are applied consistently, and that management and administrative practices of the operational sections are handled in accordance with the policies established by the Director.

Coordinates and participates in training activities, ensuring that necessary training is identified and available, and coordinates employee nomination and attendance.

Provides managerial support to and advises section supervisors; performs the full range of administrative supervisory duties.

Represents the Director Operations Support and agency in meetings with other agencies, vendors, and groups.

Director Operations Support 1 & 2

Directs the overall administration, management, and coordination of centralized support functions for all agency owned and leased properties statewide.

Directs and monitors the assignments of staff, establishes staff priorities, and provides technical advice and assistance.

Develops the annual budget and program goals, staffing requirements, equipment, and space allocations; composes the annual report and special reports, as required.

Reviews section reports and continually evaluates operations to identify opportunities to enhance efficiency and cost effectiveness.

Remains current on procurement, contract, leasing, property management, internal controls, emergency management, disaster preparedness, records management and related policies and advances to identify new requirements and/or opportunities to improve operational efficiency.

Represents the agency in high level contacts with control agencies, such as the Office of General Services (OGS), the Division of Budget (DOB), the Office of the State Comptroller (OSC), and the Office of the Attorney General (AG) related to contract, procurement, and fleet management issues.

Represents the agency with DOB, OSC, AG, OGS and other State agencies, consulting architectural firms, vendors, attorneys, real estate agents, landlords, and other similar individuals and groups in negotiations for complex and/or costly leases, contracts, rental-purchase agreements, and building renovation projects to obtain terms and conditions satisfactory to the department.

Provides guidance to agency executive staff and division directors related to high profile or sensitive procurement or other support services matters.

Provides managerial support to and advises the Assistant Director Operations Support and other operations support staff; performs the full range of administrative supervisory duties.

Minimum Qualifications

Assistant Director Operations Support 1

Promotion: one year of permanent service as an Office Services Manager.

Assistant Director Operations Support 2

Promotion: one year of permanent service as an Operations Support Manager 2.

Director Operations Support 1

Promotion: one year of permanent service as an Operations Support Manager 2, or Assistant Director Operations Support 1.

Director Operations Support 2

Promotion: one year of permanent service as an Assistant Director Operations Support 1 or 2.

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: 7/2021

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