



COMMONWEALTH OF KENTUCKY JOB CLASS SPECIFICATION

AGENCY SUPPORT BRANCH MANAGER

Job Number: 20001752

Job Code: 94220V000101

Job Group: 9400 - BUDGET AND FINANCIAL MANAGEMENT

Job Established: 06/16/1999

Job Revised: 02/24/2006

Grade: 16	Salary (MIN - MID):	Special Entrance Rate:
	\$21,870-\$28,972 - Hourly	NONE
	\$3,553.88-\$4,707.96 - 37.5 Hr. Monthly Salary	NONE
	\$3,790.80-\$5,021.82 - 40 Hr. Monthly Salary	NONE

PROBATIONARY PERIOD:

This job has an initial and promotional probationary period of 6 months. For additional information refer to: <http://www.lrc.ky.gov/kar/101/001/325.htm>.

CHARACTERISTICS OF THE JOB: *Characteristics of a job are general statements indicating the level of responsibility and discretion of positions in that job classification. These are not intended to be an exhaustive list.*

Manages and supervises a branch in the Customer Resource Center providing help desk operations and training support; and performs other duties as required.

MINIMUM REQUIREMENTS:

EDUCATION:

Graduate of a college or university with a bachelor's degree in business administration, management, accounting, purchasing or a related field.

EXPERIENCE:

Must have six years of experience in accounting, procurement, or information technology including two years as a team leader, team coordinator or team supervisor.

Substitute EDUCATION for EXPERIENCE:

A master's degree in business administration, management, management information systems or a related field will substitute for one year of the required experience.

Substitute EXPERIENCE for EDUCATION:

Four years of experience in accounting, procurement, information technology or a related field will substitute for the required education.

SPECIAL REQUIREMENTS (AGE, LICENSURE, REGULATION, ETC.):

NONE

EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE JOB CLASSIFICATION: *Examples of duties or responsibilities are not to be construed as describing what the duties or responsibilities of any position shall be and are not to be construed as limiting the appointing authority's ability to assign, or otherwise alter the duties and responsibilities of a position. This is not intended to be an exhaustive list.*

Reviews and assigned requisitions within an agency support branch. Evaluates and monitors the Finance Cabinet's performance measures including but not limited to: average time to solve customer inquiries, number of inquiries received, number of inquiries referred and rating on training courses. Ensures development of branch staff by establishing training expectations and conducting performance appraisals. Prepares reports regarding performance results to the executive director. Monitors and ensures effectiveness of the help desk function. Ensures the responsiveness of the help desk function through by scheduling for adequate coverage. Reviews help desk database and training materials to ensure adherence to policies, practices, standards and vision statements. Manages the day-to-day operations of the branch. Develops branch budget. Addresses agency complaints and develops procedures for solving problems.

UNIQUE PHYSICAL REQUIREMENTS:

TYPICAL WORKING CONDITIONS: *Incumbents in the job will typically perform their job duties under these conditions.*

Incumbents working in this job title perform duties in an office setting.

ADDITIONAL REQUIREMENTS:

Upon appointment, employees in this class may be required to maintain a valid driver's license and required to drive a licensed vehicle. This status may be necessary for the length of time in this class. If this is necessary it will be listed in the specific position description for that position. Applicants and employees in this job title may be required to submit to a drug screening test and background check. Applicants and employees in positions which perform job duties that may require contact with offenders in the custody or supervision of the Department of Corrections or with youth in the care, custody, or supervision of the Department of Juvenile Justice must meet qualifications pursuant to the federal Prison Rape Elimination Act, 28 C.F.R.115.17 and 115.317.

THE COMMONWEALTH OF KENTUCKY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, SEXUAL ORIENTATION OR GENDER IDENTITY, ANCESTRY, AGE, DISABILITY, POLITICAL AFFILIATION, GENETIC INFORMATION OR VETERAN STATUS IN ACCORDANCE WITH STATE AND FEDERAL LAWS.