



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505-0127

Classification Description

BUSINESS OPERATIONS SPECIALIST, ALL OTHER

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
Business Operations Specialist-B	C1199B	50	
Business Operations Specialist-O	C1199O	55	
Business Operations Specialist-A	C1199A	60	

**In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

Occupation Description

All business operations specialists not listed separately.

Nature of Work

Provides program guidance and direction to business units and separate reporting activities on all matters pertaining to business and life-cycle acquisition processes. Defines and performs systems analysis and development tasks to improve workflow and operating efficiency. Makes recommendations to standardize procedures and processes and to introduce new technology or improve existing technology. Analyzes costs of existing operations and prepares a cost/benefit analysis of recommended changes.

Distinguishing Characteristics of Levels

Note: Examples of Work are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.

Basic

- Employees in this Role perform standardized work procedures focusing on agency policies and procedures, state and federal laws, rules and regulations and administrative techniques. This may involve procedures, operating manuals, control and reporting systems and ensuring that federal, state and local laws are complied with.
- Employees interact with team members/customers to produce results within organizational structure and agency's mission.
- Employees perform at a limited level of complexity, problem solving and/or accountability.

Recommended Education and Experience for Full Performance

Associates degree in Business Administration or Accounting and (2) years of directly related job experience in the areas of budgeting, accounting, auditing, purchasing, cash management and/or financial management.

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Minimum Qualifications

High School diploma or Equivalency and one (1) year of experience in office administration, budgeting, purchasing, finance, accounting, auditing, cash management and/or contract management.

Operational

- Employees in this Role independently perform in a defined skill area.
- Employees interact with team members/customers to produce results within organizational structure and agency's mission.
- Employees provide specialized and/or technical support services in the preparation, negotiation, and/or review of professional and technical services and contracts ensures compliancy with local, state, federal, and other regulatory guidelines that impact business operations.
- Employees in this role are responsible for duties focused on human resources, fiscal, information systems, investigations, procurement, and other business operations functions.

Recommended Education and Experience for Full Performance*

Associates Degree in Business Administration, Public Administration or Accounting and four (4) years of directly related job experience in the areas of budgeting, accounting, auditing, purchasing, cash management or financial management.

Minimum Qualifications

High School diploma or Equivalency and two (2) years of experience in office administration, budgeting, purchasing, finance, accounting, auditing, cash management and/or contract management.

Advanced

- Employees in this role perform program management functions with expertise in a field or occupation and may function as a consultant, requiring high levels of complexity, problem solving, and/or accountability.
- Employees operate independently within diversified procedures and standards.
- Employees may handle deposits and cash transactions.
- Employees proactively interact with staff members and customers to directly influence and impact results of the programs and agency mission.

Recommended Education and Experience for Full Performance

Bachelor's degree in Business Administration, Public Administration or Accounting and two (2) years of directly related job experience in the areas of budgeting, accounting, auditing, purchasing, cash management and/or financial management.

Minimum Qualifications

Associates Degree in Business Administration, Public Administration or Accounting and two (2) years of directly related job experience in the areas of office administration, budgeting, purchasing, finance, accounting, auditing, cash management and/or contract management. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling four (4) years may substitute for the required education and experience.

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Knowledge and Skills

*Note: This information has been produced by compiling information and documentation provided by O*NET. O*NET™ is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

Knowledge

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Public Safety and Security — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Law and Government — Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Skills

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

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Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Coordination — Adjusting actions in relation to others' actions.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speaking — Talking to others to convey information effectively.

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Statutory Requirements: N/A

Conditions of Employment: Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Default FLSA status: Non-Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

Bargaining Unit: This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

Established: 07/07/2001 **Revised:** 9/20/2011, 10/19/2015 (Min Quals)

**Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation.*

Note: Classification description subject to change. Please refer to the SPO website www.spo.state.nm.us to ensure this represents the most current copy of the description.