

## **Chief Administration Officer - Job Standards**

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

### **KNOWLEDGE OF WORK:**

- Understands the role and function of organization products, services, delivery methodology, and service delivery requirements
- Is completely conversant with all policies and procedures relating to service-support functions (i.e. personnel, marketing, business development, training, facilities management, database/LAN, etc.) including the ability to interpret how such policies and procedures are applied in a variety of situations
- Knows established practices and benchmarks for achieving service excellence and helps subordinates successfully implement methods and practices
- Understands and can apply work-measurement techniques to ensure service-support process is efficient and effective

### **QUALITY OF WORK:**

- Devises and operates a management information system that is capable of measuring work quality, defects, and conformance to requirements
- Sets and monitors performance standards in each department, office, or individual task and function, to ensure maximum utilization of resources; human, physical, and financial
- Develops new initiatives in operational processes and procedures designed to improve efficiency and effectiveness
- Completes all assignments in a timely manner, consistent with quality and professionalism

### **QUANTITY OF WORK:**

- Ensures staffing configuration is adequate to handle support functions at all times through means of effective scheduling
- Organizes daily, weekly, monthly and quarterly activities in such a manner allowing for the completion of regular responsibilities as well as special projects relating to operational issues and challenges
- Differentiates between busy work and productive work ensuring that priorities are correctly selected and accomplished in a timely manner

### **LEADERSHIP:**

- Designs problem-solving conferences and group meetings in such a manner that all Divisions managers become skilled at chairing meetings, providing leadership, and resolving conflict
- Builds coalitions around ideas by clearly thinking through both the politics and the process of change, then challenging others to become possibility thinkers
- Builds a "team concept" within each work group and the Division as a whole
- Effectively deals with dissidents and underperformers, in a timely manner